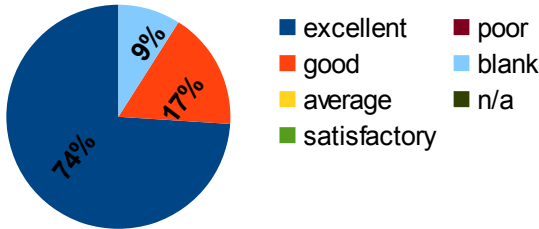


Parents Evaluation Statistics:- Forms Returned 35/40 (87%)

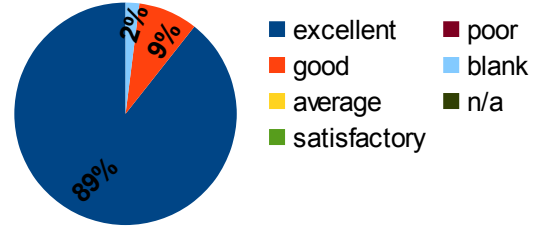
Graduated Responses

PPF Event Management



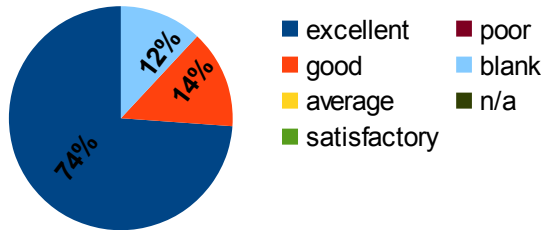
No one answered average, satisfactory or poor.

PPF Intro & Welcome



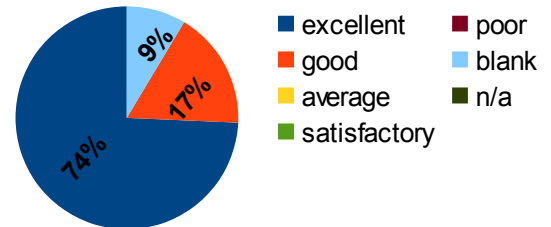
No one answered average, satisfactory or poor.

Professionals Presentations/Info



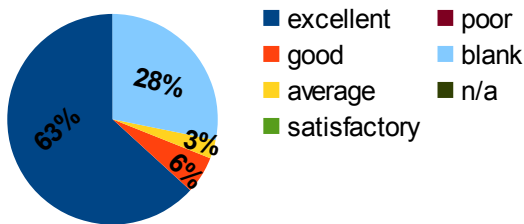
No one answered average, satisfactory or poor.

Speed Dating



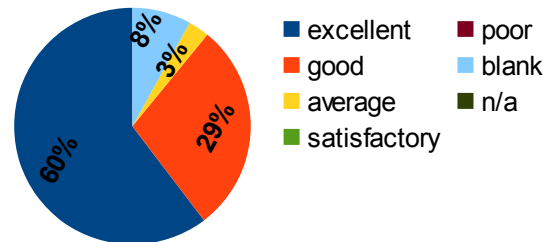
No one answered average, satisfactory or poor.

Feedback On Speed Dating



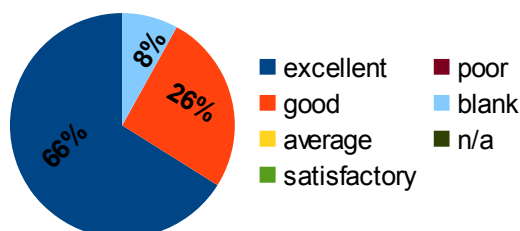
No one answered satisfactory or poor.

Stands



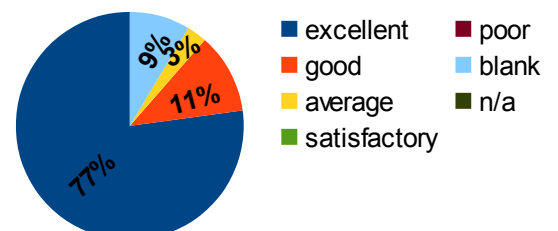
No one answered satisfactory or poor.

How well were the event aims met



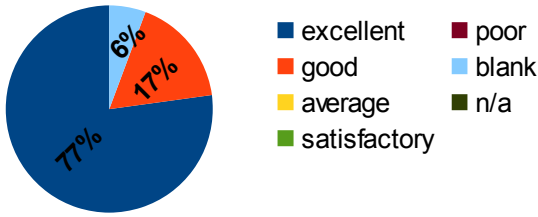
No one answered average, satisfactory or poor.

Your PPF Torbay Steering Group



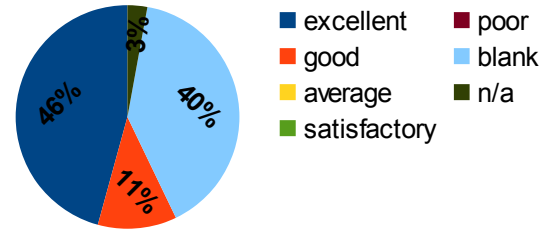
No one answered satisfactory or poor.

Venue



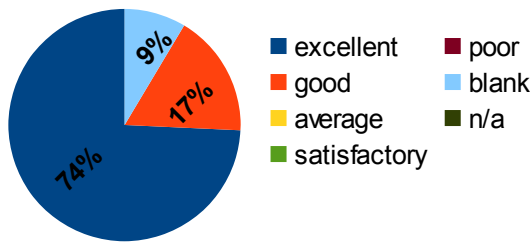
No one answered average satisfactory or poor.

Childcare Option



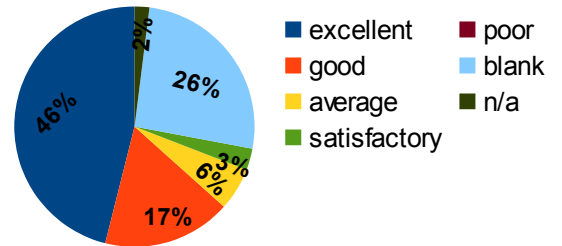
No one answered average, satisfactory or poor.

Option Of Lunch



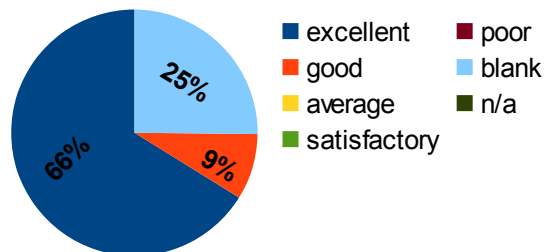
No one answered average, satisfactory or poor.

Parking Option



No one answered poor.

Overall Evaluation



No one answered average, satisfactory or poor.

Conclusion:- From our Overall percentage our event was extremely successful with an excellent rating of 66%. It is unfortunate that 26% of our target audience did not tick this section of their form, as it would have been interesting to have received more statistical information here.

It is very positive that many of the individual statistics are excellent's ranging from 60%-89%, followed by a varying percentage range of good's.

It is noted that under the heading, Professional presentations/info, that 74% of our target audience ticked excellent and 14% good, in comparison with our last event under this heading only receiving 46% excellent and 38% good.

Whilst the combined percentages of excellent/good for, Professional presentations/info, from each event does not differ vastly (88% & 84%) there is a marked improvement with the amount of parents/carers that felt the Professionals presentations/information were excellent. This may be attributed to there being a larger variety of subjects for the professionals involved to talk about, allowing the parent/carers to process on a smaller basis, the format of the day with the limited time meaning the professionals needed to be direct and the small groups of parent/carers allowing for a variety of discussion within that topic window that allowed the parent/carer to be heard and direct the conversation with the professional more. We also gave the professionals ideas on how to direct their speed date.

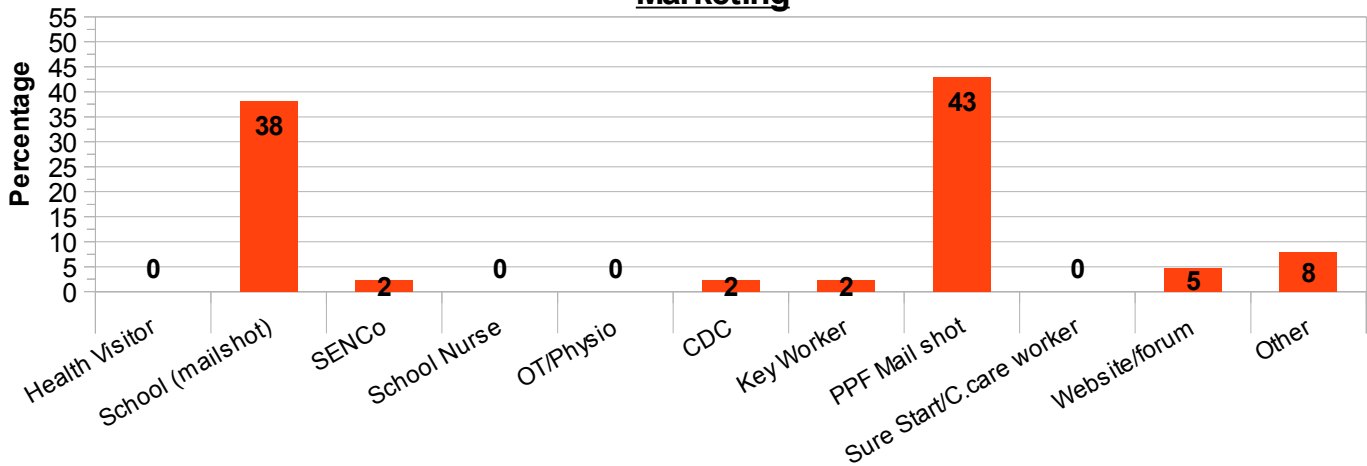
Many of these individual results indicate a high satisfaction rate with only a few that received a small percentage relating to average and only one satisfactory. These include:- Parking, Feedback on speed dating, Stands & Your Torbay PPF.

Some questions had a large amount that were left blank (25%-46%) and some that had a very small percentage of n/a This applies to:- Feedback on speed dating, Childcare, Parking & Overall Evaluation.

The possible conclusion here is that some people may have felt that the question(s) did not relate to them, in the case of Speed Dating Feedback, or that they had not used the service e.g. Childcare or Parking, so did not feel it was relevant to them to answer. It is a shame in the case of, Childcare and Parking, as it is about the "option" not whether the parent/carer has accessed that facility. If a facility or service is used little or people do not access a service or facility, we do not know whether it is an option they want or may require at a later date. That service or facility may be withdrawn because feedback has not been conclusive in favour for or against. It is of note that "Option of Childcare Provision" received higher excellent & good results at the last event (62% & 12%) compared with this event (46% & 11%). This may be attributed to some parent/carers not attending with their children that had booked a childcare place or those that came but made other childcare arrangements on this occasion.

Action:- It may be worth looking at rewording those questions with a high percentage of blank or placing them elsewhere on the questionnaire in the hope that it will yield feedback from us to learn from rather than just being left blank or we can find out from our members whether these or, proposed services, are a good idea to offer whether they would use/need the service themselves.

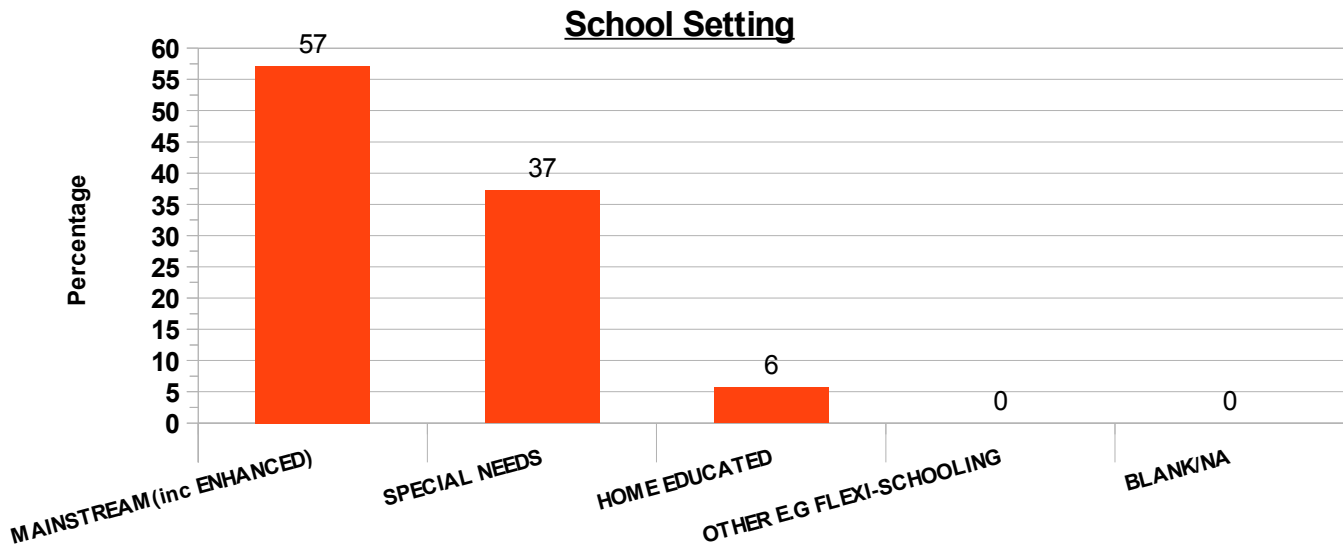
Marketing



Conclusion:- It is positive that we are still obtaining a high yield of parents/carers from our PPF mailshot/emails(43%). It is even more positive to see that some of the areas that we did not reach as well from our last event e.g. School Mailshot received 38% compared with our last event of only 9%. We have worked very hard to try and work with the schools directly and as such schools like King's Ash, Cuthbert Mayne, Coombe Pafford, Mayfield & a few others, sent out mailshot's in book bags or notified parents/carers that our event may be of use to them. SENCo had increased from 0%, last event, to 2% for this event & Website/forum had increased from 0%, last event, to 5% for this event. In these areas:- Other, CDC & Keyworker the percentage had dropped from our last event however they still provided some success.

It is very disappointing that no-one ticked Health Visitor, School Nurse, OT/Physio & Surestart/Childcare Worker. These professionals have a large role to play in our children's health, and should be advising parents/carers on who and where they can access help. However, it may be that some parent/carers did not tick all the places that they had heard about the event from and only ticked one of the categories here. The results here may not have been wholly representative of who the parents/carers had been informed of our event within their feedback information.

Action: - We need to either find out from these groups what happened in regard to their promotion of the event to determine how this can be rectified for any future events to ensure more parents are aware/can attend. We need to stress to these groups when inviting them to promote the event as it will be beneficial for them to receive feedback directly from parents/carers too. We will hopefully establish whether our feedback information for this section was accurate or whether parents/carers had just missed some of the categories out. We still need to ensure that the other groups that scored a percentage are targeted.

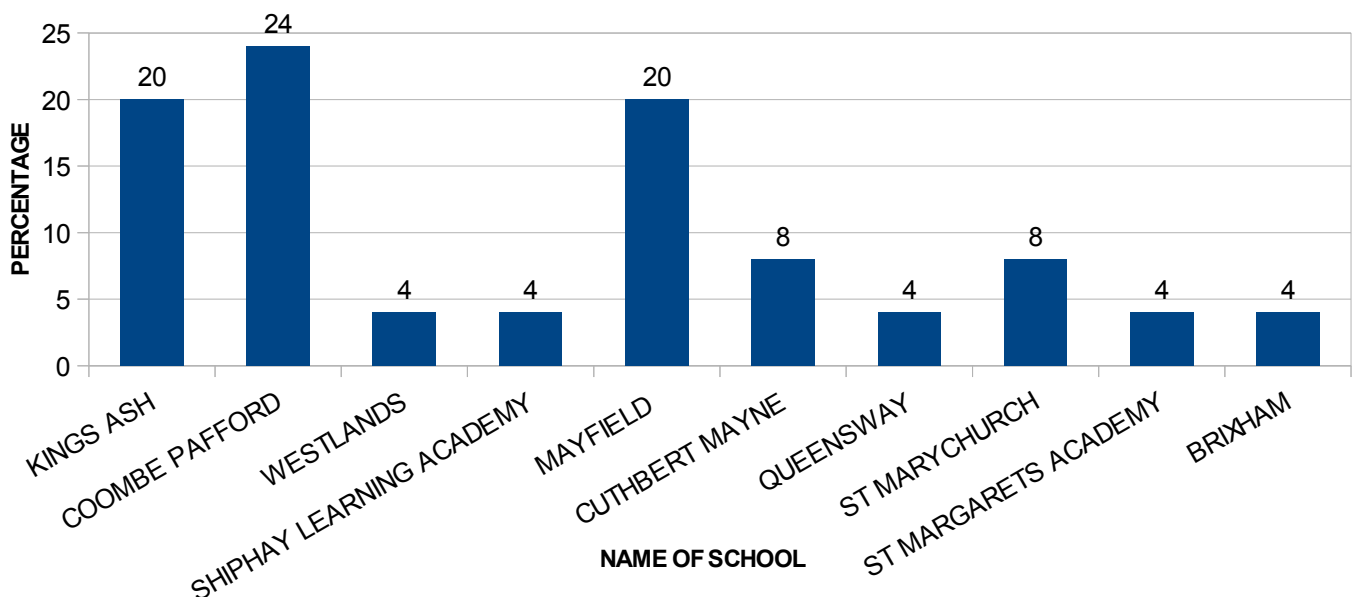


Conclusion:- Over half of the parents/carers attending the event have a child or children that attend a mainstream school (inc enhanced provision mainstream) followed by special needs school. It is positive to see that our event reached so many parents/carers within mainstream schooling as this is a group can often be left out of the loop in terms of help and information. We are still maintaining a large number of parents/carers from special needs school. It is also encouraging that our home schooling number has increased by 2% as this is another group that frequently miss out on information etc.

Action: - We now need to establish ways to ensure that we maintain the current level of parent/carers attending events. The way to do this is to ensure that we continue marketing across special needs schools, more mainstream schools & other schooling facilities.

Which school does your child attend?

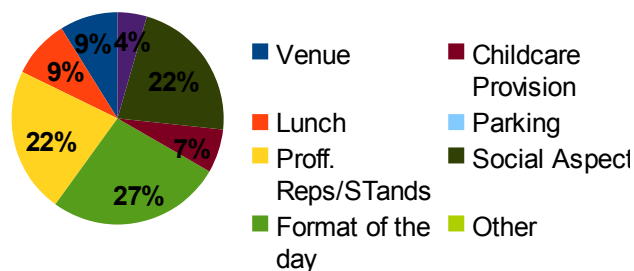
Parents were asked an *optional* question regarding which school their child attends in order to help us improve on the groups we target for marketing and which schools are more willing to work with us.



Conclusion:- It is apparent from the statistics which schools we worked with either with poster/invites being sent in book bags or just posters being given out.

Action:- We need to try and work with more schools next time to increase our parent/carer ratio's possibly by approaching them directly as this seems to have worked with the group of schools that we currently have on board. Reaching more parents/carers from smaller groups by expanding on our “promotional” information through a variety of mediums e.g. flyers, bulletins, websites and forums.

One good thing



Conclusion:- From the statistics it is clear that our Format worked very well and parents/carers enjoyed the Social Aspect of the day along with dealing with the Professionals and Stands. The Venue and Lunch were no different in score and it would not be expected that our parent/carers would rate these areas as highly as perhaps some of the other choices.

Parents/carers comments relating to these subject areas

Professional reps/Stands “Quality of Professionals participation”, “I've learnt more today from being here than I've done before”, “Varied & informative”.

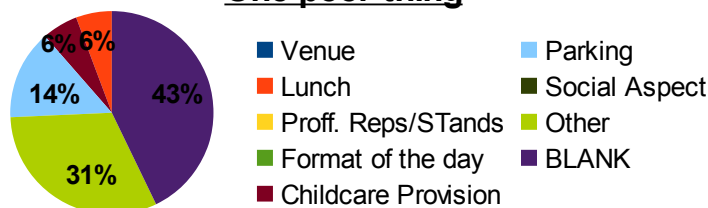
Format of the Day “Well set out”, “Laid out well easy to get through”.

Childcare Provision “Cannot attend without”.

Social Aspect “Good to meet other parents in the same situation”, “Good to meet other parents with the same issues”, “Excellent real advice & feedback”.

From other parts of the form one parent had commented the speed dating was a “very good idea”.

One poor thing



Conclusion:- There is an extremely high percentage of Other and Blank. Many people answering Other did so and put “none” or “nothing” in the explanation section. It may be beneficial to change this question on future feedback to allow parents to tick nothing as an option as it gives us a clearer indication of a parent/carers feelings regarding their experience of a PPF Event.

Parking received some negative feedback(see comments below) but there is a clear improvement here as the last event produced a result of 54% under this heading with this one producing a result of only 14%. We took note of this from our last event and feedback questionnaire and we hope that our introduction of limited parking facilities for this event enabled more people to be satisfied in this area and is the reason this statistic is vastly improved. It will not be possible to please everyone with regards to the parking especially for those that have not managed park. It is noted that some people were not aware of the parking facility that we had arranged perhaps they had not seen our poster/invite and learnt about the event via another source. It is worth noting that PPF do cover travel expenses including parking in the event someone cannot access the free limited parking they may be able to claim back any parking costs they have incurred.

Childcare and Lunch received an equal score here. (see comments below). In regard to the Childcare, whilst every effort is taken to keep the children quiet during speeches etc. it is not always possible with children being children. We must not forget that we are only in the position we are in because we have and/or care for children and would not be at these events if we were not parents/carers of children. It has been suggested that a different room is provided for childcare. This has been previously discussed but it would need to be a wholly suitable accessible room and whilst this is a good idea for some parents/carers, it can cause difficulties for other parents/carers, when their child is not with them. In the past, when we have had no childcare provision, children have been bored and some have been on the floor roaming around during speeches and speed dating/presentations etc. It can prevent some parents/carers attending an event unless there is childcare. At the last event when more parent/carers accessed the childcare there was no negative feedback. Interestingly Childcare received a similar amount of positive results at this event compared with negative. It is appreciated that it can sometimes be difficult to hear the professionals or whoever is speaking but we do need to try and accommodate as many people as possible.

Lunch received some negative feedback, however whatever menu is chosen will not be to everyone's tastes and again we have to cater for as many people as possible. We offer a vegetarian option and an assortment of deserts including fruit for those of us that are on diets. We also can cater for any special dietary requirements with notice.

Parents/carers comments relating to these subject areas

Lunch too much butter in sandwiches & didn't like alternatives choccie tarts nice though

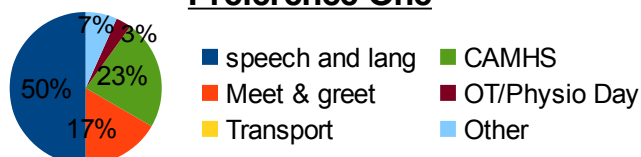
Childcare Provision "Little bit noisy", "needed to be in a different room"

Parking "Very limited free parking"

Blank & Other (a high percentage (43%) here were blank either because they were not filled in or because people specified/commented that they couldn't think of anything or nothing was poor.) Other accounted for 31% again for the same reason however there were the odd parent/carer comment "20 mins for speed dating", "just needed a little longer on each speed date"

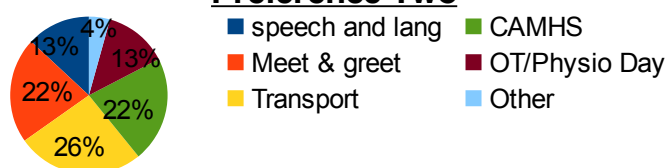
Future event suggestions that parents/carers felt important to them in order of preference

Preference One



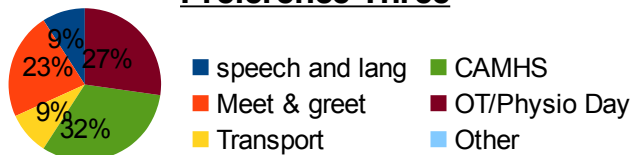
Conclusion:- It is clear from looking at these statistics that most important event highlighted by our parents/carers is Speech and Language(inc feeding & communication) achieving half of the votes this is followed by CAMHS, Meet & Greet(recruitment) and a small percentage of parents/carers highest preference for OT/Physio Day. Other received a small percentage with subject suggestions of “Toileting” and “Housing/Benefit advice and a folder for all info collected and a list of contacts from the day”. Transport received no score for most important.

Preference Two



Conclusion:- From the statistics regarding parent/carers second choice, the highest amount indicated was for Transport followed by CAMHS & Meet & Greet scoring equally. OT/Physio Day received more here for a second choice. It is expected that, as Speech and Language was an extremely important first choice, that it has scored much lower for a second choice. Other received a small amount with a suggestion of “personal centred statement review”.

Preference Three



Conclusion:- From the statistics relating to preference choice three CAMHS received the highest percentage followed by OT/Physio Day and Meet & greet. This is expected as they both received lower percentages for the other two choices but still enough to show that an event based around these headings are of importance to parent/carers. Speech & Language and Transport both score equally here and are both low but they have been the two most popular event suggestions.

Action:- PPF, as a group, need to arrange and discuss, from these statistics, the next set of events and the best way of arranging/presenting them. Speech & Language received the highest overall followed by Transport & CAMHS. CAMHS scored consistently across the choices indicating that it is something our parent/carers seem keen to have an event based around. Meet & Greet(Recruitment) scored consistently also but lower than CAMHS still indicating that parent/carers would be interested in something along these lines for an event.

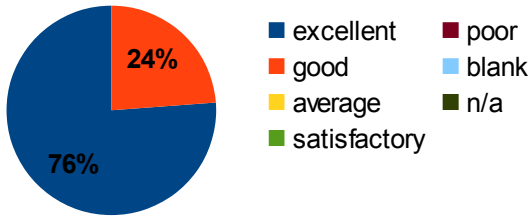
Would you come again to a similar event in the future

33/35 parent/carers answered this question and two parent/carers left it entirely. This equates to 94%.

Professional Evaluation Statistics NUMBER OF FORMS RETURNED 21/34 (62%)

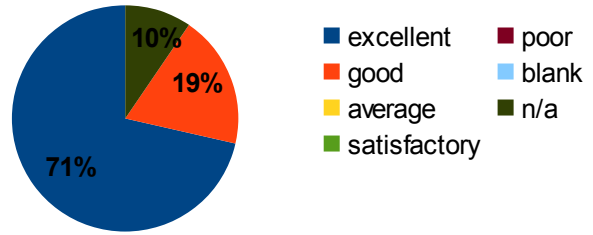
Graduated Responses

PPF Event Management



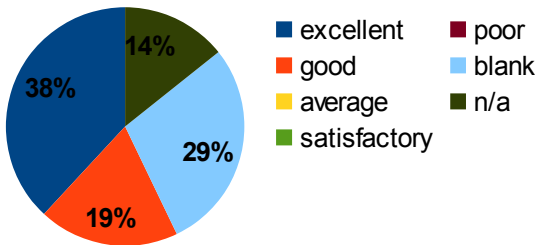
No one answered average, satisfactory or poor.

PPF Intro & Welcome



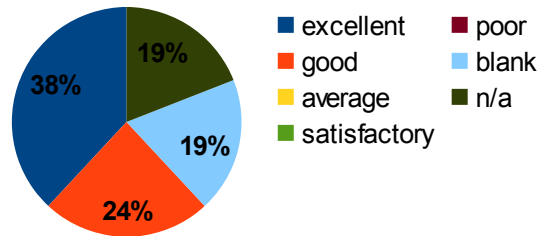
No one answered average or poor.

Professionals Presentations/Info



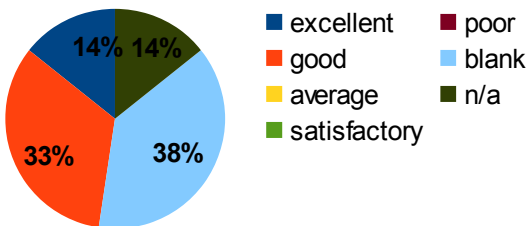
No one answered average, satisfactory or poor.

Speed Dating



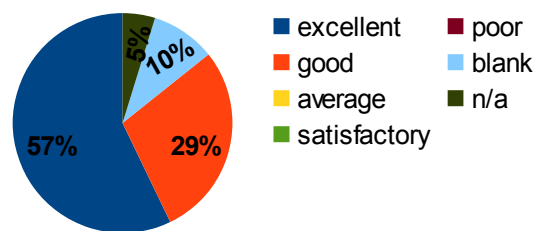
No one answered average, satisfactory or poor.

Feedback On Speed Dating



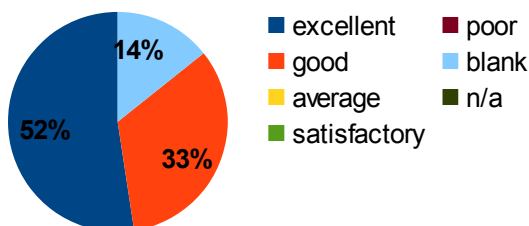
No one answered average, satisfactory or poor.

Stands



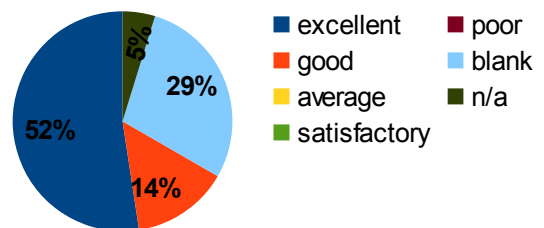
No one answered average, satisfactory or poor.

How well were the event aims met



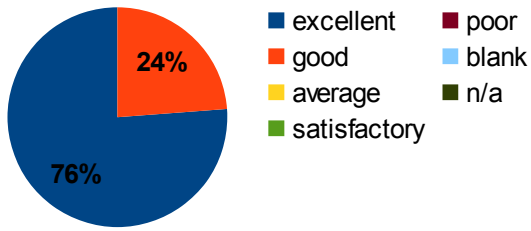
No one answered average, satisfactory or poor.

Your PPF Torbay Steering Group



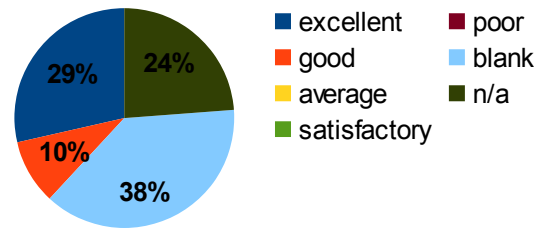
No one answered average, satisfactory or poor.

Venue



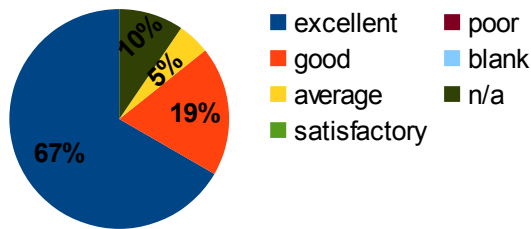
No one answered average, satisfactory or poor.

Option of Childcare



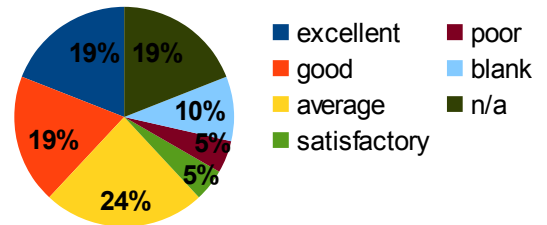
No one answered average, satisfactory or poor.

Option of Lunch

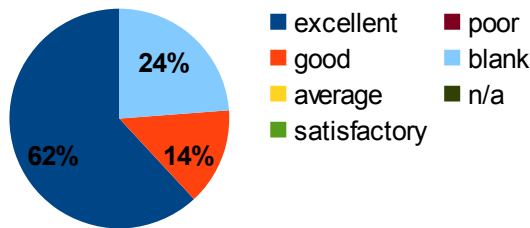


No one answered satisfactory or poor.

Option of Parking



Overall Evaluation of Event



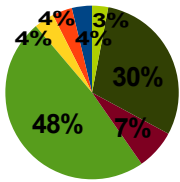
No one answered satisfactory or poor.

Conclusion:- From the Overall percentage it would again indicate that our event was extremely successful with an excellent rating of 62% which is not that different to the parent/carer score or 66% and good's of 14% compared with the parent/carer score of 9%. The amount of professionals that left this question blank (24%) is again not that different to the parent/carers (26%).

Many of these individual results indicate a high satisfaction rate with only a few that received a small percentage relating to average, satisfactory & one poor. These include:- Parking & Lunch

In some instances the feedback received on some areas scored large percentages of blank and n/a had a large amount that were left blank (24%-38%) and some that had a very small percentage of n/a This applies to:- Professional Presentations/info, Speed Dating, Feedback on speed dating, Your Torbay PPF Steering Group, Option of Childcare, & Overall Evaluation. This may be because the professionals were left to fill in the form based on what they felt applied to them. Our feedback forms are primarily designed for our target group of parent/carers however it is still important to us to receive information from the professionals attending to help shape our events in working for them too.

Action:- It may be worth looking at highlighting the questions we would like the professionals to answer without over complicating the feedback form too much to enable more questions with a high percentage of blank or n/a to be answered by them.



One good thing

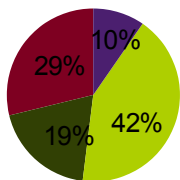
- Venue
- Lunch
- Proff. Reps/Stands
- Format of the day
- Childcare Provision
- Parking

Conclusion:- From the statistics it is clear that our Format worked very well for the Professionals to interact with our parents/carers and they enjoyed the Social Aspect for possibly the same reason. Professionals Reps/Stands, Venue and Lunch were no different in score.

Professional comments relating to these subject areas

Format of the Day “Gave parents the opportunity to meet & speak to wide range of professional”.

From other parts of the form professionals had commented under Speed Dating Feedback “feedback was superb”. Under how did you find out about the event in other “Very helpful to speak with families”



One poor thing

- Venue
- Lunch
- Proff. Reps/Stands
- Childcare Provision
- Parking
- Social Aspect

Conclusion:- Parking received some negative feedback(see comments below). We did try to accommodate Parents/Carers and Professionals with parking facilities but there were limited spaces. Whilst Parking received a large percentage (29%) it is notable that many of the professionals left this part of the form blank or n/a. Some of the professionals(locally) may have access to parking permits etc that they may use and this may explain why more professionals left section blank or n/a. It may be that not all of the professionals were aware of the parking facilities, all be it limited, that we had arranged and perhaps it is that group that had more trouble parking.

Other received a small percentage here but this is mostly down to the professionals not having anything to comment on any aspect of the event being poor.(see comments)

Blank & n/a both received the largest percentage all together but it may be anticipated that the professionals did not feel strongly enough that anything was poor to warrant making a comment.

Professional comments relating to these subject areas

Parking “Bit stressful”

Other “None of the above – all great”, “Nothing was poor”

On other parts of the form professionals commented “families didn't make it as far as our stand in the speed dating session but we still spoke to most in breaks so it didn't matter much”, “As a stand I found that people didn't have long enough to see all the stands & speak to professionals

Would you come again to a similar event in the future

20/21 of the professionals answered this question and one professional left it entirely. This equates to 95%.

Final Thought

The overall statics from both Parent/Carer section and Professional section differ very little. This demonstrates how the PPF as a group are learning and evolving into a successful working team and organisation representing a target group of Parent/carers whilst maintaining a good working relationship with the professionals that we come into contact with. In my opinion this is because we understand each other as people and we all play to our strengths. We accept that if we are weaker in a particular area we know which other steering group member to approach for advice or help. We make decisions as a group to ensure that as many ideas and points are considered to represent a variety of our parent/carers and are extremely committed to attend meetings to discuss the ideas and points put before us.