

Parent Questionnaire

At ARK, we aim to provide a quality, welcoming environment which is both child-centred and child-led. To enable us to do this, we constantly analyse and evaluate all aspects of our service with a view to enhancing, improving and adapting our service delivery to meet current needs.

Please find below a range of questions and feel free to answer as honestly as possible. Only then can we have a true reflection of the service we deliver. Please use the code below to rate us:

1 – Unsatisfactory 2 – Poor 3 – Adequate

4 – Good 5 – Very Good 6 – Excellent

|  |
| --- |
| How do you rate your Child’s experience at ARK and why? |
| 1 | 2 | 3 | 4 | 5 | 6 |
| Comments: |

|  |
| --- |
| How do you rate your experience as a Parent/Carer using ARK service? |
| 1 | 2 | 3 | 4 | 5 | 6 |
| Comments: |

|  |
| --- |
| Do you find the ARK Staff team welcoming and approachable? |
| 1 | 2 | 3 | 4 | 5 | 6 |
| Comments: |

|  |
| --- |
| Do you find the ARK Staff team include and offer support to the whole family? |
| 1 | 2 | 3 | 4 | 5 | 6 |
| Comments: |

|  |
| --- |
| Do you find the equipment both age appropriate and current/relevant? |
| 1 | 2 | 3 | 4 | 5 | 6 |
| Comments: |

|  |
| --- |
| Does your child enjoy the structured activities Staff provide? |
| 1 | 2 | 3 | 4 | 5 | 6 |
| Comments: |

|  |
| --- |
| Does your child enjoy the summer programme of activities and outings? |
| 1 | 2 | 3 | 4 | 5 | 6 |
| Comments: |

|  |
| --- |
| Do you feel your Child’s development is enhanced by their ARK experience? |
| 1 | 2 | 3 | 4 | 5 | 6 |
| Comments: |

|  |
| --- |
| Do you feel your Child is fully involved and their opinions valued at ARK? |
| 1 | 2 | 3 | 4 | 5 | 6 |
| Comments: |

|  |
| --- |
| Please rate our service and give any ideas for improvement/development? |
| 1 | 2 | 3 | 4 | 5 | 6 |
| Comments: |

|  |
| --- |
| Please feel free to add any further comments or suggestions. |
|  |

Thank you for taking the time to fill out this questionnaire. This will help us evaluate and improve our service delivery to meet the ever-changing needs of the children who use our service. This is an anonymous questionnaire designed to afford Parents/Carers the opportunity to express their views and assist in the development of ARK services.

ARK Staff

Revised May 2018