

Navan Springboard Family Support Services

Parent Satisfaction Survey

As we come to a close in our work with you and or your family we are eager to hear from you about if we have aided you and or your family. Your feedback will assist us in improving our services. Your answers are confidential and will not adversely affect the service that you or your child receives from Navan Springboard Family Support Services either now or in the future.

Please complete as much of the following questions that you are happy to share with us. We collate the feedback from the parent satisfaction survey on a regular bases. Once the information is collated we then shred the individual forms.

Family Profile			
A. Your Initials:			
B1. How many children live in your family home: _____			
B2. How many of the children were directly involved with Navan Springboard : _____			
C. Please circle the word that best describes your housing situation;			
Private	Rented	Local Authority	Other-please specify _____
D. Please Circle what best describes your household income source;			
Employed	Unemployment Allowance	Social welfare payment	Other- please specify _____
E. Please tick the box that best describes the adults relationship of the house that the child(ren) live in.:			
Married & living together:		Lone parent	
Married and separated:		Partners living and raising children together.	
F. Please indicate which services you or your children avail of within Springboard:			
Individual Programme of Family Support		He's my Dad group	
Parenting Course		Parent Group (Wednesday Morn. Eileen)	
Counselling Services		Access Support	

Please indicate if you Strongly Agree, Agree, are undecided, Disagree, or strongly disagree with the statements below. Put a cross in the box that best describes your answer.

	<i>Strongly Agree</i>	<i>Agree</i>	<i>Undecided</i>	<i>Disagree</i>	<i>Strongly Disagree</i>
Q1 Overall I am satisfied with the services my family received from Navan Springboard Family Support Services					
Q2. I was involved in deciding how Springboard responded to my family needs					
Q3. My child /I could talk openly with Springboard staff.					
Q4. The location of the project was convenient to us					
Q5. Staff spoke with us in a way we could understand					
Q6. Staff treated us with respect					
Q7. My family's situation has improved as a result of being involved with Navan Springboard Family Support Services.					

Q8. I would highly recommend Navan Springboard Family Support Services to other parents					
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Q9:1 My families physical health has improved since attending Navan Springboard Family Support Services .

Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree

Q9.2 My family’s mental health has improved since attending Navan Springboard Family Support Services .

Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree

Please tick the areas that your family has been supported in by Navan Springboard Family Support Services.

<input type="checkbox"/> Nourishment	<input type="checkbox"/> Activity	<input type="checkbox"/> Gross & fine motor skills	<input type="checkbox"/> Speech & Language
<input type="checkbox"/> Communication	<input type="checkbox"/> Self Esteem	<input type="checkbox"/> Bonding with children	<input type="checkbox"/> Self harming
<input type="checkbox"/> Coping with stress	<input type="checkbox"/> Phobias	<input type="checkbox"/> Psychological difficulties	<input type="checkbox"/> Feeling unhappy
<input type="checkbox"/> Being independent	<input type="checkbox"/> Anger	<input type="checkbox"/> Risk taking behaviour	<input type="checkbox"/> Feeling isolated
<input type="checkbox"/> Self control	<input type="checkbox"/> Motivation	<input type="checkbox"/> Impulsiveness	<input type="checkbox"/> Ambition
<input type="checkbox"/> Attention & concentration	<input type="checkbox"/> Structure and routines	<input type="checkbox"/> Other _____	

Q10. Navan Springboard Family Support Services has encouraged my family to actively participate in education and learning.

Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree

Please tick the areas that your family has been supported in by Navan Springboard Family Support Services.

<input type="checkbox"/> Personal Development	<input type="checkbox"/> Problem solving	<input type="checkbox"/> Organisation	<input type="checkbox"/> Special needs
<input type="checkbox"/> Being creative	<input type="checkbox"/> Play and interaction	<input type="checkbox"/> Participation in education	
<input type="checkbox"/> Progress & achievement in learning	<input type="checkbox"/> other _____		

Q11. Navan Springboard Family Support Services has helped me to ensure the safety and wellbeing of my child while at home.

Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree

Please tick the areas that you have been supported in by Navan Springboard Family Support Services .

<input type="checkbox"/> Child adequately supervised	<input type="checkbox"/> Relationships with parent/child/siblings	<input type="checkbox"/> Adult relationships
<input type="checkbox"/> Children/Siblings in care	<input type="checkbox"/> Domestic Violence	<input type="checkbox"/> Substance abuse
<input type="checkbox"/> Develop daily routines	<input type="checkbox"/> Adequate sleeping arrangements	<input type="checkbox"/> Homelessness
<input type="checkbox"/> Water, heating, sanitation facilities	<input type="checkbox"/> Difficulties within neighbourhood	<input type="checkbox"/> Child abuse
<input type="checkbox"/> Play area/materials	<input type="checkbox"/> Housing	<input type="checkbox"/> other _____

Q12. Since attending Navan Springboard Family Support Services our involvement with our family, extended family & community has improved.

Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree

Please tick the areas that your family has been supported in by Navan Springboard Family Support Services.

<input type="checkbox"/> Family relationships	<input type="checkbox"/> Absent parent	<input type="checkbox"/> Relationship breakdown	<input type="checkbox"/> Family size
<input type="checkbox"/> Bereavement	<input type="checkbox"/> Criminality	<input type="checkbox"/> Antisocial behaviour	<input type="checkbox"/> Parenting
<input type="checkbox"/> Part of a community	<input type="checkbox"/> Friendships	<input type="checkbox"/> Peer groups	<input type="checkbox"/> Culture
<input type="checkbox"/> Place of work	<input type="checkbox"/> Accepting support	<input type="checkbox"/> Accident prevention	
<input type="checkbox"/> Hazards in the home	<input type="checkbox"/> Other _____		

Q13. Since attending Navan Springboard Family Support Services I am more proactive in managing my family's finances.

Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree

Please tick the areas that your family has been supported in by Navan Springboard Family Support Services.

<input type="checkbox"/> Income/benefits	<input type="checkbox"/> Employment roles and responsibilities	<input type="checkbox"/> Effects of hardship
<input type="checkbox"/> Contact financial support services	<input type="checkbox"/> Budget planning	<input type="checkbox"/> Pocket money
<input type="checkbox"/> other _____.		

Q14. Have you any suggestions as to how we may improve what we do within Navan Springboard Family Support Services;

Q15. Is there anything else you wish to say to us.

Thank you for taking the time to complete our Parent Satisfaction Survey please return it back to us in either the envelope provided or by email.