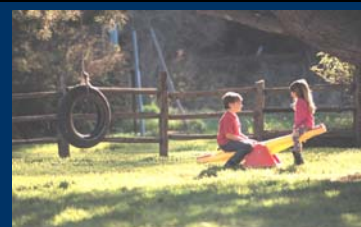


Parent Satisfaction Survey 2008

Devon Results



	2007	2008
Number of surveys returned	1335	2597
Overall Satisfaction levels	97.6%	97.6%
Overall Satisfaction with Facilities	98.1%	98.0%
Convenience of the location	92.6%	94.6%
Ease of access to the service	93.1%	95.2%
Comfort of the facilities	91.7%	95.5%
Child friendliness of the facilities	95.6%	97.1%
Cleanliness of the facilities	95.3%	95.8%
Overall Satisfaction with Staff	95.5%	98.0%
Courtesy of the staff	97.5%	98.0%
Helpfulness of the staff	97.4%	98.2%
Competence of the staff	96.0%	97.7%
Staff Attitude	96.7%	97.7%
Fairness of treatment by staff	95.6%	97.6%
Overall Satisfaction with Information and Advice	92.1%	96.1%
Ease of gaining info/advice you needed	87.8%	94.1%
Consistency of info and advice	85.6%	93.5%
Ease of understanding info/advice given by staff	90.9%	95.6%
Confidence in info/advice given by staff	91.7%	95.3%
Opportunities to speak to staff confidentially if needed	84.9%	93.7%

Devon-wide Comparative Data

The chart below shows comparative data for Children’s Centres in Devon and shows the overall level of satisfaction for each centre. For interest and your information, the chart includes a Devon average. A breakdown for each centre of those respondents who were satisfied or very satisfied is also included within the chart.

Overall Satisfaction for Children's Centres in Devon (2008)

