



Sparkle Family Feedback Report 2021:

**The views of children, young people
and families accessing Sparkle
services in 2021.**

January 2022

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sparkle
helpu plant arbennig i ddisgleirio
helping special children shine

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Acknowledgements

Thank you to all the children, young people and families who participated in this year's evaluation. Thank you to all the Sparkle staff who helped disseminate the questionnaire and to the the Play Workers who helped facilitate the feedback activity for the children and young people to share their views.

Executive Summary

- ★ This report outlines the key findings from feedback collected from families, children and young people who accessed Sparkle services during 2021.



- ★ There were 96 usable responses to the family questionnaire and 14 responses to the children and young people's activity. Contact with families during the survey period was significantly reduced by the COVID 19 pandemic. It is hoped that participation in these feedback exercises will increase in coming years, as Sparkle continues to expand across Gwent and support more families, children and young people.

- ★ Feedback regarding the Family Liaison Service was very positive; 83% of participants were satisfied with the information and support received.



I've spoken with all the family liaison officers over the last few months and each of them have the same degree of care for the families they support. I feel they are a vital support especially for families who are just starting their journeys.
(Parent/carer)

- ★ Of the *parents/carers* whose child accessed leisure activities, 92% felt their child's confidence had improved, 87% felt their child had developed new skills, 86% felt they had developed social skills in particular, and 77% thought their child had friends at club.



increased
confidence



developed new
skills (including
social skills)



made
friends

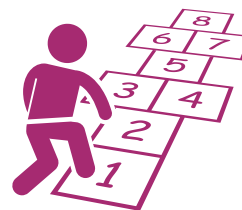
★ Feedback from *children and young people* accessing Sparkle clubs was collected this year. All participants felt happy and confident at club, 86% said they play at club, 71% said they have friends at club, while 50% said they learn new things at club.

★ Some participants suggested ways to improve services, such as delivering support groups and training workshops for families during evenings and weekends and requests for certain activities within clubs. Suitable recommendations for service development have been made.



100%

feel happy
& confident



86%

play



71%

have friends



50%

learn new
things

*It is a great place where you
have fun and see people that
you can be friends with and
play.*

(Young Person)

Introduction

Sparkle (South Wales) directly supports children and young people with disabilities and/or developmental difficulties, and their families, from across Gwent. Sparkle is the charity partner of Serennu Children's Centre in Newport, Nevill Hall Children's Centre in Abergavenny and Caerphilly Children's Centre. Sparkle has developed a unique model, whereby activities, information, training and support are provided, not only for the children and young people but for the whole family, including parents, grandparents, carers and siblings. The guiding principle for Sparkle is to ensure that children and young people with disabilities and/or developmental difficulties, and their families, are fully supported and able to participate in valued childhood experiences, with access to the same range of opportunities, life experiences, activities and community services as any other child and their family.

Family Liaison Service

Sparkle Family Liaison Officers act as a first point of contact at the Children's Centres and for the charity. They answer queries from families, help parents/carers

navigate the health and social care systems, signpost to services and support, and liaise between parents and professionals. The Family Liaison Officers offer emotional and practical support for families with a child with a disability and/or developmental difficulty and provide them with a variety of resources, for example anxiety toolkits. They regularly organise support groups and workshops for families, such as paediatric first aid training and sleep workshops. Sparkle employs Family Liaison Officers at Serennu and Nevill Hall Children's Centres; a Family Liaison Officer employed by Aneurin Bevan University Health Board is also in post at Caerphilly Children's Centre, who works closely with Sparkle Family Liaison Officers and the charity as a whole.

Leisure Services

Sparkle leisure activities are specifically tailored to children and young people with disabilities and/or developmental difficulties, aged 0-18 years, and provide them with a range of valuable childhood experiences that they would not otherwise be able to access in their communities.

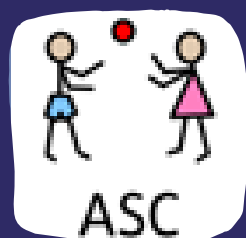
Mainstream leisure activities and clubs are often not equipped to support those with complex needs; many of the children and young people Sparkle supports require 1:1 or even 2:1 support, are non-verbal or have significant communication difficulties, and/or have medical conditions which require constant monitoring, medication and specialist equipment. The aim of Sparkle leisure clubs is to help children and young people develop important skills and increase their confidence, whilst also being fun and a safe place to interact with their peers.

Leisure clubs available for children and young people from Serennu Children's Centre catchment area include:



Little Stars: A stay and play club for children aged 0 to 4 years.

Play Club: An opportunity for children, aged 5 to 11, to have fun and express themselves in a supported environment.



Afterschool Club: An opportunity for children and young people, aged 5 to 11 and 12 to 15, to take part in activities which encourage learning and development in a fun and exciting way.

Skills: A club for 6 to 17 year olds to play sports and take part in activities which help develop skills such as agility, balance and co-ordination.



Minecraft & Lego Club: An opportunity for young people, aged 8 to 17, with a shared interest to meet and socialise.

Youth Club: A club for 12 to 17 year olds where they can socialise and influence what activities and projects they take part in.





Independent Living Skills (ILS): An opportunity for 14 to 17 year olds to develop daily living skills, such as cooking and managing a budget.

Continuing Care club: A fun, fortnightly club for children and young people with complex healthcare needs, run jointly with the Health Board.



Sparkling Sibs: A club for siblings of children and young people with disabilities and/or developmental difficulties to relax and have fun, while being offered psychological support relating to their experience of living with a sibling with a disability or developmental difficulty (sibling club is currently suspended due to staffing issues within the Psychology department in ABUHB).

Swimming Lessons and Family Swim: Opportunities for children and young people with disabilities and/or developmental difficulties to learn to swim and enjoy the water in a safe and supported environment (swimming lessons are currently on hold due to COVID 19 restrictions, however Family Swim is available).



MediCinema: A specifically designed 3D cinema for children and young people with disabilities and/or developmental difficulties and their families.

Leisure clubs available for children and young people from Nevill Hall Children's Centre catchment area include:

Little Stars: A stay and play club for children aged 0 to 4 years (currently on hold due to low uptake).





Play Club: An opportunity for children, aged 5 to 11, to have fun and express themselves in a supported environment

Youth Club: A club for 12 to 17 year olds where they can socialise and influence what activities and projects they take part in



Swimming Lessons and Family Swim: Opportunities for children and young people with disabilities and/or developmental difficulties to learn to swim and enjoy the water in a safe and supported environment (swimming lessons are currently on hold due to COVID 19 restrictions, however Family Swim is available at Serennu Children's Centre for families from the Nevill Hall catchment area during the COVID 19 pandemic).

MediCinema: A specifically designed 3D cinema for children and young people with disabilities and/or developmental difficulties and their families (available to Nevill Hall catchment area families at Serennu Children's Centre).



Sparkle offers activities during the school holidays: this year, we delivered holiday activities for 271 children and young people at Serennu and 186 at the Integrated Children's Centre in Blaina, during the summer and Christmas holidays. The majority of clubs continued throughout the half-term holidays this year, except where staff were undertaking essential training. Usually, Sparkle also offers residential trips for young people during the summer holidays, however these have not been able to take place this year due to COVID 19. The pandemic has also meant we've had to cancel some of our fun days and seasonal events, however in August we were able to host an outdoors family fun day and recently we were able to offer 'drive-thru' style Santa's grottos instead of the usual Christmas party. These events are open to families from all three catchment areas – Serennu, Nevill Hall and Caerphilly.

Sparkle became a charity partner of Caerphilly Children's Centre in November 2020 and, following a period of consultation with families and professionals in the area, children and young people were able to attend 'taster' sessions at Caerphilly Children's Centre and St David's Community Centre in Rhymney. Sparkle is currently developing leisure activities which will be available to families in Caerphilly next year, however families are currently able to access MediCinema screenings and Family Swim sessions at Serennu.

Evaluation

Sparkle is constantly aiming to develop and improve the services provided for children and young people with disabilities and/or developmental difficulties and their families, and therefore regularly evaluates services and seeks feedback from the families supported by the charity. This report outlines the feedback received from families regarding Sparkle's services delivered in 2021.



Method



This evaluation was based on a 'Family Feedback Questionnaire' sent to families who either access Serennu or Nevill Hall Children's Centre, or who access Sparkle services in the community in North Gwent. The online questionnaire was made using 'Survey Monkey' and was disseminated via the Sparkle Family Liaison Officers' distribution lists and the Sparkle leisure team contact lists for both North and South Gwent. The questionnaire was also advertised regularly on the charity's social media pages throughout November 2021, and posters with a QR code link to the questionnaire were displayed at both Serennu and Nevill Hall Children's Centres.

Participant recruitment was disadvantaged by the COVID 19 pandemic. The number of families attending the centres has been dramatically reduced due to current restrictions and the increase in virtual appointments, which lowered the overall number of families Sparkle were able to reach.

The questionnaire (Appendix A) included: demographic information about the family member and their child, awareness and accessing of Sparkle services, and opportunities to provide quantitative and qualitative feedback on Sparkle services. The questionnaire also gathered information about how families were connecting with the charity on social media and the fundraising activities families would like to get involved with. A short activity was also created for the children and young people to share their views on Sparkle clubs (Appendix B).

Quantitative responses were analysed and descriptive statistics are presented below. Qualitative responses were analysed thematically and summarised below.

Findings - Family Questionnaire

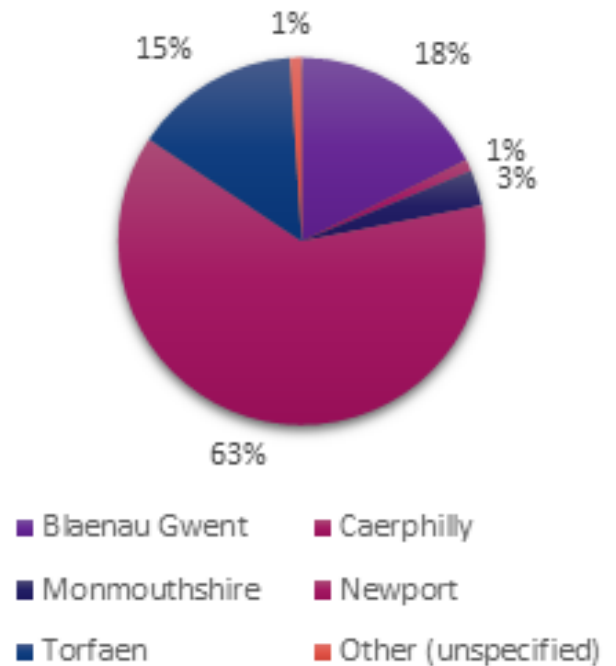
Demographics

A total of 104 responses were initially received to the family feedback questionnaire, however upon analysis only 96 were found to include usable data – the other 8 responses were left blank following the first question. These results are taken from the 96 usable responses.

The majority of participants (77%) accessed Serennu Children's Centre, whilst 11% accessed Nevill Hall Children's Centre and 10% accessed Sparkle services from community venues in North Gwent. Only 1% of participants accessed Caerphilly Children's Centre, however the questionnaire was not widely distributed in Caerphilly as Sparkle leisure services are not yet being delivered in the area and families in Caerphilly were recently surveyed as part of our consultation.

Nearly half (49%) had been accessing the Children's Centre or Sparkle services for less than two years, and therefore are unlikely to have experienced services prior to COVID 19 restrictions being in place.

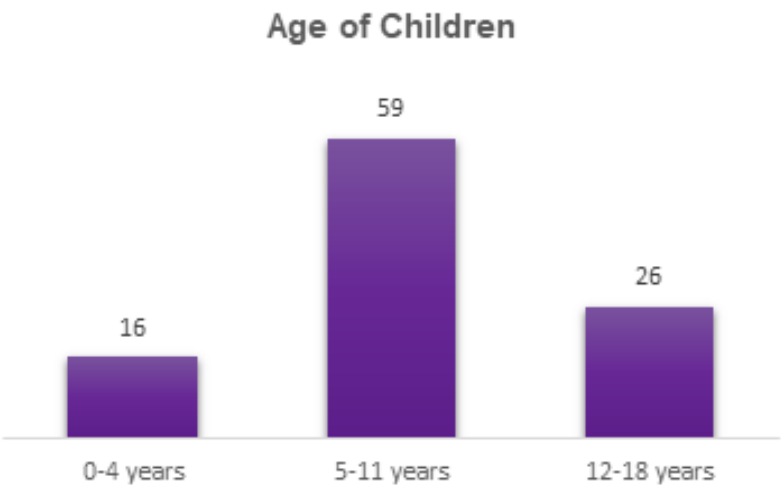
Location of Participants



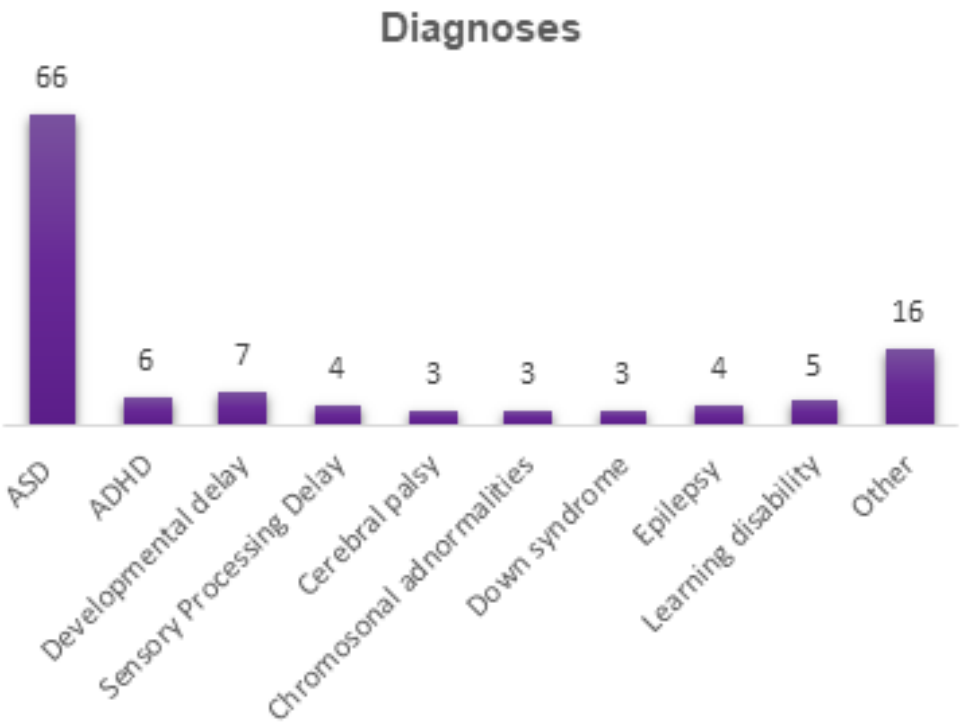
How long has your child accessed the Children's Centre/Sparkle services?

32%	Less than 1 year
17%	1-2 years
22%	3-4 years
29%	5+ years

Most participants (79%) only had one child accessing services, 18% had two children accessing and 2% had 3 children accessing (one participant did not respond to this question).

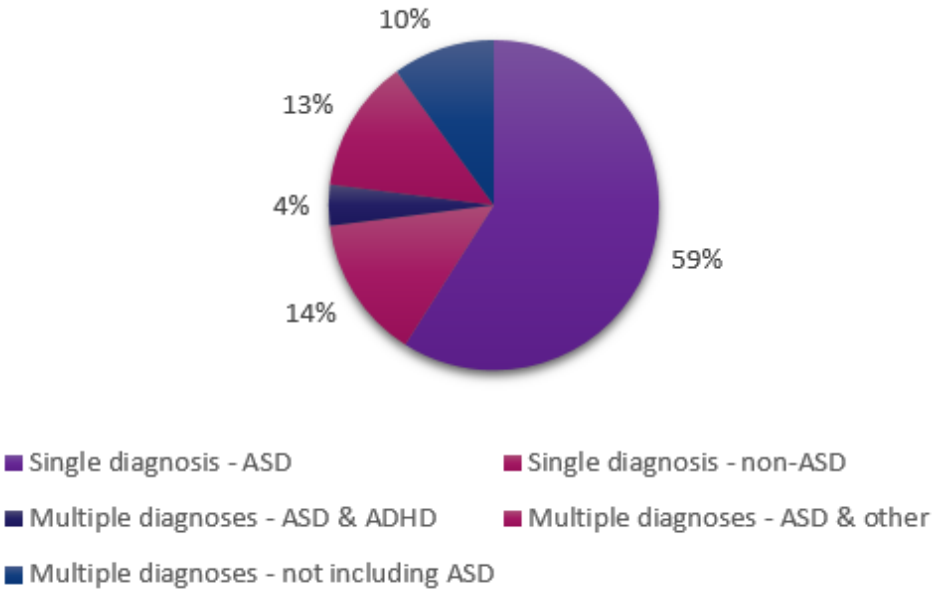


The majority (92%) of children had a formal diagnosis, of which 27% had more than one diagnosis. The most common diagnosis was Autism Spectrum Disorder (ASD), either as a single diagnosis or accompanying another disability or developmental difficul



‘Other’ includes hearing and vision impairments and a variety of chronic mental and physical health conditions.

Single and Multiple Diagnoses

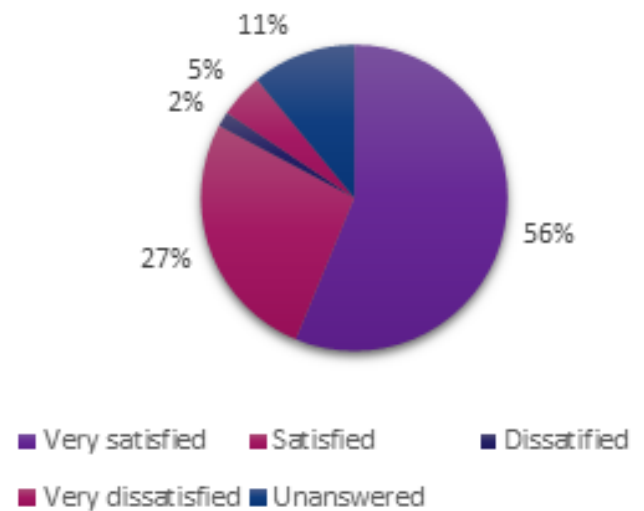


Family Liaison Service

At the time of the evaluation, there were 1,079 families signed up to receive information and support from the Family Liaison Service, including 67% of those who responded to the feedback questionnaire. The following findings are taken from those participants.

When asked how satisfied they were with the *support and information* received, 83% were either satisfied or very satisfied. Participants cited the *useful, informative bulletins and newsletters* from the service as a reason for their satisfaction – they are updated regularly with accurate and valuable information. The Family Liaison Officers were also praised for their *extensive knowledge* and for going ‘*above and beyond*’ for families. They were described as ‘*warm*’, ‘*caring*’, ‘*approachable*’ and ‘*friendly*’. Communication was also highlighted as a strength of the service, with participants saying they received timely responses to queries and there is always someone available to help.

How satisfied are you with the support and information received from the Family Liaison Service?



I've spoken with all the family liaison officers over the last few months and each of them have the same degree of care for the families they support. I feel they are a vital support especially for families who are just starting their journeys.

(Participant 32)

They provide valuable information and opportunities for my child I would be unaware of otherwise.
(Participant 18)



There were areas of improvement suggested. Some participants who were new to the service said that while they had received lots of *information*, they did not feel it was *relevant* to them; it may be that it needs to *advertised* more regularly that families can contact the Family Liaison Officers for help with issues or queries relevant to their situation. The other services and activities families can access via Sparkle may also need to be shared more regularly for new families, as a few participants mentioned not knowing what they could access or seemed to be unaware of clubs in their local area. A few participants commented that more staff were needed as there were times they were not able to contact the service. There had been a gap in service provision, due to the departure of a staff member, however at the time of the evaluation a new Family Liaison Officer had recently started, which some families may not have been aware of, and the team is now fully staffed. *More activities and support groups* were requested, particularly during *evenings and weekends* so that working parents are able to attend. It was also mentioned that the layout of emails and information on the website could be clearer.

It would be nice to have opportunities to meet/chat other parents with children with similar additional needs, rather than just professionals. Learning from other parents is really valuable as they understand how challenging life can be.
(Participant 78)*

*Parent/carer support groups are usually organised by the service, however have not taken place this year due to COVID 19.

Leisure Services

At this point, five participants stopped responding to all questions and therefore the following findings are taken from the remaining 91 participants.

At the time of the evaluation, there were 169 children and young people accessing weekly Sparkle clubs, and 504 families accessing family activities. Of the remaining participants, 82% had heard about Sparkle clubs.

Of those who had heard of the clubs, 85% said their child had accessed Sparkle leisure services.

How did you hear about Sparkle leisure activities?



Family Liaison Service



Health or social care professional



Advert at the Children's Centre



Word of mouth



Online search/
social media



School



18

Play Club



9

Youth Club



10

Other weekly club
(e.g. Skills, Minecraft
and Lego)



27

Family activities
(e.g. MediCinema,
swimming)



6

Other/
unspecified

Nearly all participants travelled to Sparkle activities by car; one participant said they walked and another takes a taxi.

Due to COVID 19, Sparkle clubs were delivered virtually between March 2020 and July 2020 and again in January 2021. Participants were asked whether their child had accessed any of the virtual sessions Sparkle had delivered; only 16% had joined the virtual sessions, and feedback from participants on these sessions is presented below:



Grateful for something offered when in-person wasn't possible.

Not the same, but enjoyed.

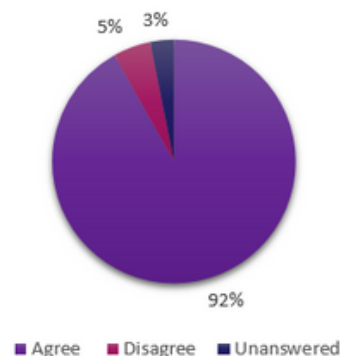


Children struggled to engage with virtual sessions.

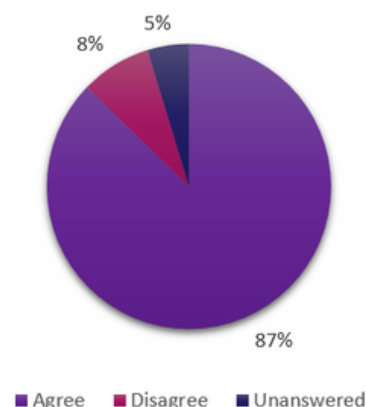
Connection problems.

Parents/carers whose child accessed leisure activities were asked to what extent they agreed with four statements about the impact of Sparkle clubs. Results indicated that Sparkle clubs are most effective at improving confidence for children and young people with disabilities and/or developmental difficulties, with 92% strongly agreeing or agreeing with this statement. Sparkle clubs also help children and young people with disabilities and/or developmental difficulties develop new skills (47% agree; 41% strongly agree) and social skills (47% agree; 39% strongly agree). Many participants also agreed (45%) or strongly agreed (31%) that their child interacts with their peers at club and has friends, however agreement with this statement was lowest.

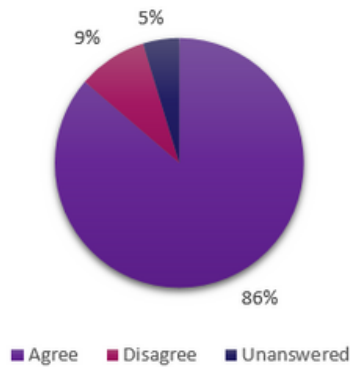
Attending Sparkle leisure activities and clubs has helped improve my child's confidence.



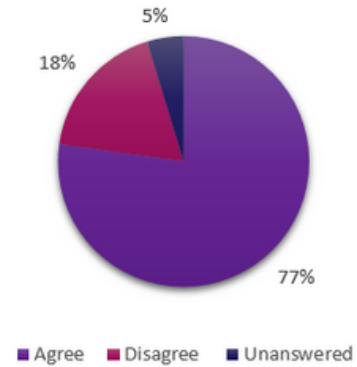
My child has developed new skills since joining Sparkle.



Attending Sparkle leisure activities and clubs has helped develop my child's social skills.



My child interacts with their peers and has friends at Sparkle clubs.



Improved confidence



2021 = 92%

2020 = 77%



Developed new skills



2021 = 87%

2020 = 71%

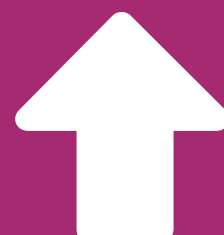


Made friends at club



2021 = 77%

2020 = 61%



Many participants described the staff as *'friendly'* and *'wonderful'*, and said they put them at ease when dropping off their child for a club. One participant commented that Sparkle clubs had helped their child become *more sociable*, and another said they found family swim beneficial. There was also praise for the *friendly atmosphere* and the fun days and events for families.

Sparkle staff are wonderful and put me at ease when I leave my little one with them!
(Participant 6)

The staff at his clubs are amazing. Very friendly and makes his time there enjoyable. Never once has he said he doesn't want to attend which is unlike him. He no longer shouts out or points out people in the street for being different and even though he's still over excitable, he's learning to be more sociable and asked this week if he can go to an after school club in school when normally he'd just want to be home. I never thought he would ever bother before.
(Participant 30)

What can Sparkle do better?

Parent/carer participants were asked what could be improved about Sparkle leisure services. Many participants simply wanted the charity to be able to deliver *more clubs* and groups, for example running throughout the school holidays, offering a sports club*, delivering *longer sessions* on Saturdays, and *increasing capacity* in clubs for those on waiting lists, specifically Independent Living Skills and Saturday Play Club. Some also commented on the activities delivered within clubs, for example one participant requested more structured activities that would encourage their child to socialise with their peers, whilst another felt smaller and quieter groups would be beneficial for children with anxiety disorders.

A few participants commented on the *attendance policy*, stating it was unfair for those with complex health needs. The attendance policy currently states if a child misses two sessions, their attendance will be monitored for three months and, if they miss a further session within that period, it will be necessary to withdraw their place (absences relating to COVID 19 are not included in this policy). This was introduced due to the number of children on the waiting lists to join clubs, as Sparkle can allocate spaces to children on waiting lists if children are regularly failing to attend. Other participants commented that there has been a long wait for swimming lessons, however Sparkle are currently unable to offer swimming lessons due to COVID 19 restrictions imposed by Welsh Government. Other suggested improvements include offering a sibling discount and comfier seats in the MediCinema.

*It would be good if they ran during school holidays**. Also the attendance policy should be more understanding and accommodating of children with complex health needs.*
(Participant 12)

*Sparkle currently runs a Skills club that incorporates elements of different sports, and outside sports providers such as Dragons Rugby and County Football are engaged to come into clubs to deliver sports sessions. The Summer Fete includes 'taster sessions' of different sports, such as tennis, wheelchair rugby, and basketball, which children can then follow up with at their local disability sports club.

**Sparkle does offer holiday activities during the school holidays, however these were not on during October half term this year due to the leisure team undergoing rebound/trampolining and bouldering training to prepare for the opening of the new Rebound Centre at Serennu.

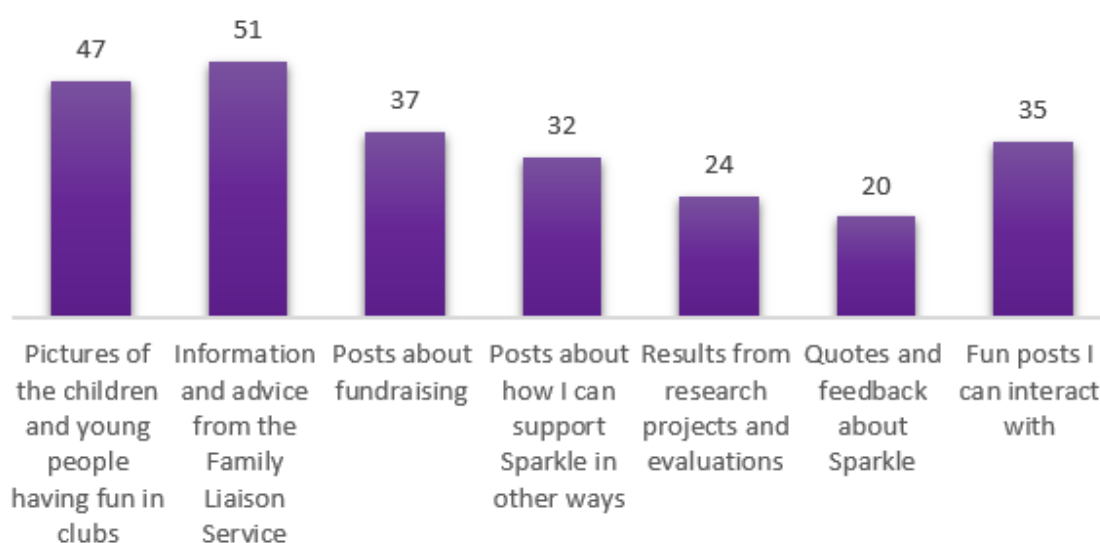
Connecting with Sparkle

Do you follow Sparkle on social media?

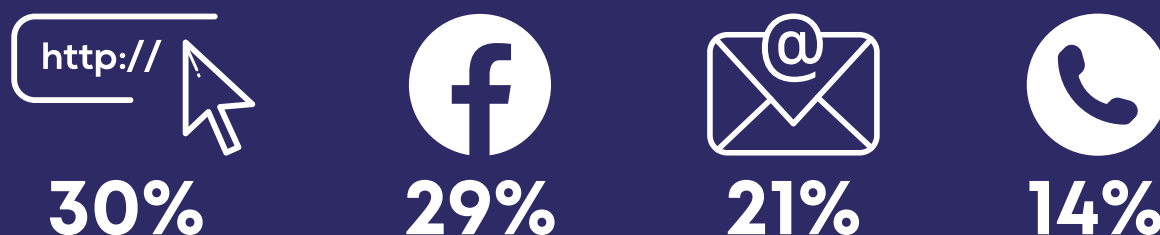


Participants were asked what they would like to see on Sparkle's social media pages. *Information and advice* from the Family Liaison Service was most requested, followed by *pictures* of the children and young people at Sparkle clubs and posts about *fundraising*. Some participants also said they would like Sparkle to advertise more *community events* and activities their children could take part in.

What would you like to see on our social media pages?

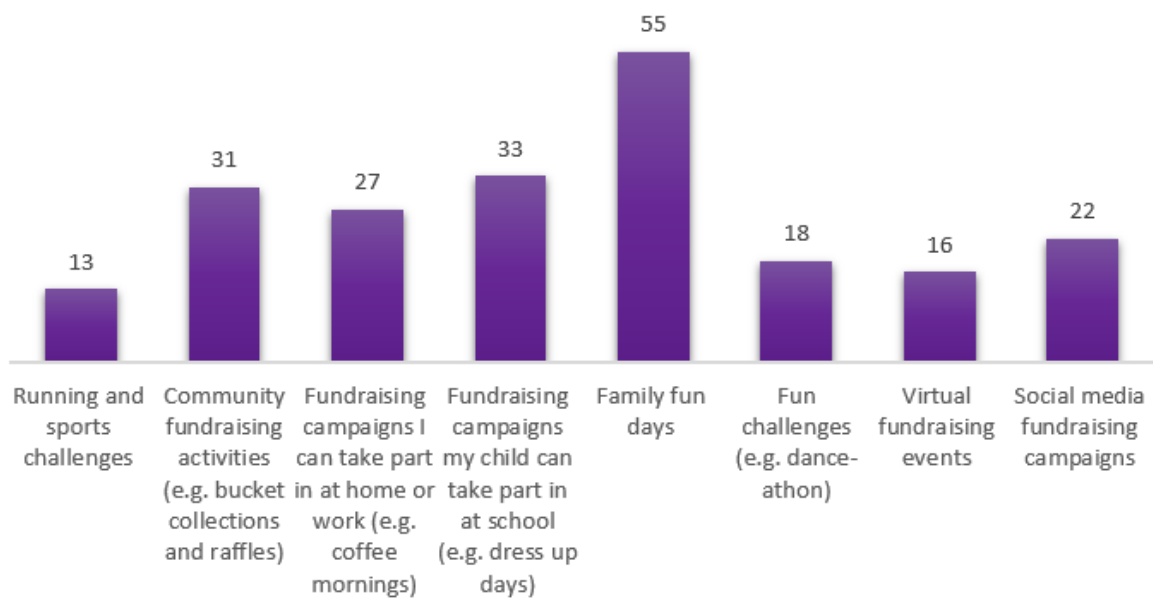


Where are you most likely to look for information about Sparkle?



What fundraising activities would you get involved in for Sparkle?

Preferred Fundraising Activities



93%

of participants were likely to recommend Sparkle to a family member or friend wishing to fundraise for a charity.

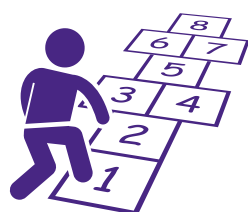


Findings - Children and Young People's Activity

It can be difficult to obtain the views of the children and young people accessing Sparkle leisure activities due to their complex communication difficulties. However, Sparkle is passionate about ensuring children and young people with disabilities and/or developmental difficulties have a voice and we therefore trialled a feedback activity for those accessing clubs this year. The children and young people were given the opportunity to take part in a short online activity where they could touch or click on different images to share their feedback (see Appendix B).

Only 14 young people participated from Youth Club, Afterschool Club and Play Club. They were asked if they felt 'happy and confident' at club or 'sad and nervous' and were able to click on pictures to represent the feelings. All chose '*happy*

and confident', although one young person did say they felt both happy and nervous. Participants were asked to indicate whether at club they have friends, play, or learn new things, again by clicking on pictures, and the results are presented below:



86%

play



71%

have
friends



50%

learn new
things

The young people also had the option of typing in some feedback. The comments were generally very positive, however one young person did suggest that knowing what activities they would be doing in club each week before attending would be helpful to them.

It makes me very happy and I look forward to it every week and I get disappointed if I miss it, if I could rate [club] 5 stars I would.

(Young person)

It is a great place where you have fun and see people that you can be friends with and play.

(Young person)

I would like to know what I am doing in club each week.

(Young person)

How did we do compared to 2020?

- ★ During last year's annual family feedback exercise, a very high percentage of participants knew of, and were subscribed to, the Family Liaison Service and it was recommended that future evaluations explored service user feedback in more detail. This year, participants were asked how satisfied they were with the support and information from the service and were given the opportunity to share qualitative feedback.
- ★ Last year, whilst participants felt Sparkle leisure services helped improve their child's confidence and helped them develop new skills, fewer felt their child had friends at club (61%). This year, more participants felt their child had made friends at club (77%) and 86% felt Sparkle activities had helped develop their child's social skills.
- ★ It was recommended last year that future evaluations include the views of the children and young people who access leisure services. This was introduced this year and, whilst only a few participated, valuable feedback was received.
- ★ Last year, the most common suggestion for improvement was for Sparkle to deliver more clubs and leisure activities. This was again a common request and Sparkle are actively working to offer leisure provision for children and young people with disabilities and/or developmental difficulties across Gwent. However, our current provision costs £600,000 per year, **all** of which has to be raised through fundraising. In order to provide even more activities and support, we need as many people as possible to actively fundraise for us.

★ Facebook was again the most popular social media channel among families and it is recommended that the charity's Facebook page continues to be updated and monitored regularly. However, compared to last year there was an increase in the number of families using the website as their main source of information, rather than social media.

Recommendations

Feedback received regarding the Family Liaison Service was extremely positive and participants highlighted the useful information shared and having a warm and caring person to turn to. It is recommended that the service not only continues to be promoted widely and regularly, but the service also advertises other Sparkle services regularly to ensure new families are aware of what they can access. It is also recommended that when support groups and training workshops are restarted following COVID 19 restrictions, sessions be offered during the evenings and weekends so that working parents can attend.

Sparkle delivered some virtual leisure activities during periods of national lockdown. Whilst families were grateful for this option when face-to-face sessions could not be delivered, generally the children and young people struggled to engage with virtual activities and it is recommended these be avoided if possible.

Participants were positive about Sparkle clubs overall, and it is clear they have many benefits for children and young people with disabilities and/or developmental difficulties. It is recommended that activities within the clubs continue to be monitored to ensure a variety of activities are offered; one participant suggested there be quiet areas or activities for anxious children to take part in, and another wanted more structured activities that would encourage socialisation. One young person also requested that they be made aware of the activities they would be doing each week before coming to club, perhaps so that they come to club prepared and to reduce any anxiety.

A few participants expressed their frustration regarding Sparkle's attendance policy. Whilst Sparkle appreciates the challenges our children and young people have relating to ill health and medical conditions, there is a high demand for clubs, as demonstrated by the requests for more clubs and spaces above, and an attendance policy is needed to ensure clubs are being utilised to maximum potential and to avoid children waiting months for the opportunity to join a club. It is therefore not recommended to remove the attendance policy, however relevant policies should continue to be reviewed regularly, especially in relation to the ever-changing situation surrounding COVID 19.

A common grievance among participants was the long wait for swimming lessons, as Sparkle is currently unable to deliver these due to current COVID 19 restrictions; we share families' concerns and look forward to Welsh Government releasing guidance which allows us to deliver our swimming lessons again.

Participants were asked what they would like to see on the charity's social media pages; the most common request was information and advice from the Family Liaison Service, followed by pictures from Sparkle clubs and posts about fundraising. Fundraising events and activities participants were most likely to get involved with included fun days, campaigns their child could take part in at school (e.g. dress up days), and community fundraising activities, such as bucket collections and raffles. It is recommended that these findings inform future communications and fundraising strategies.

Conclusions

Overall, the findings from this feedback exercise have been incredibly positive and it is evident from the responses that parents, children and young people find Sparkle services highly beneficial. Given all of the challenges of providing clubs and family support during the COVID 19 pandemic, while ensuring the safety of children and staff, we are delighted to see how positive families are about the service, and that many aspects of the service have received even greater success than previously. The Family Liaison Service was described as a 'vital' source of support for families of children and young people with disabilities and/or developmental difficulties. Sparkle leisure activities appear to have a positive impact on confidence and skills development, including social skills, and provide opportunities for the children and young people to make friends and have fun, the same as any as other child would be able to do at leisure activities outside of school.

Whilst some participants had suggestions for how Sparkle could improve, the majority of these were constructive and suitable recommendations for service development have been made. Responses to some of the questions will also inform how Sparkle can connect and engage with families in the future to encourage fundraising and support for the charity, which will allow us to continue providing these much needed services.

This year, we sought to include the views of the children and young people accessing our services, as well as their families. Whilst only a few young people took part in the feedback activity, their responses provided valuable insight into the impact of Sparkle clubs and it is hoped that participation will grow over the next few years. It is also hoped that more families will participate in feedback activities and evaluations in the future, especially as Sparkle continues to expand across Gwent and offer support to more children, young people and families, subject to our ability to fundraise sufficiently to provide services.

Appendix A



Family Feedback Questionnaire 2021

Your views matter.

We are constantly trying to improve our services, and we need your feedback to do this. We would be very grateful if you could take 5 minutes to complete this survey and share your views on services offered by Sparkle. Your responses are anonymous and will not have any effect on the care your child receives.

Today's date: _____

Your Child

1) Which borough do you live in?

Blaenau Gwent [] Torfaen [] Caerphilly []
Monmouthshire [] Newport [] Other _____

2) Which Children's Centre does your child attend?

Serennu [] Nevill Hall [] Caerphilly []
None, my child accesses Sparkle leisure services in the community []

3) How long has your child been attending this Centre/accessing Sparkle services?

Less than 6 months [] 6-12 months [] 1-2 years [] 3-4 years [] 5+ years []

4) How many of your children attend this Centre/access Sparkle services? _____

5) How old is your child?

0-4 years [] 5-11 years [] 12-18 years []

6) Does your child have a diagnosis?

Yes [] No []

If yes, please state their diagnosis _____

Want to complete this
survey online?
Scan the QR code or
follow the link:



<https://www.surveymonkey.co.uk/r/SparkleFamilyFeedback2021>

Family Liaison Service

7) Have you received support from the Family Liaison Service this year and/or are you currently subscribed to the Family Liaison Officer emailing list?

Yes ☐ No ☐ (If 'No', please go to question 12)

If you are not subscribed and would like to find out more about the service, please visit www.sparkleappeal.org for more information.

8) How satisfied are you with the support and information received from the Family Liaison Service?

Very satisfied ☐ Satisfied ☐ Dissatisfied ☐ Very Dissatisfied ☐

9) Please give a reason for your answer:

10) Is there any way the Family Liaison Service could be improved?

11) Do you have any other feedback about the Family Liaison Service you would like to share with us?

Sparkle Leisure Activities and Clubs

12) Have you heard about Sparkle's leisure activities and clubs at the Centre or within the local community?

Yes ☐ No ☐ (If 'No', please go to question 23)

13) How did you hear about Sparkle's leisure activities and clubs?

14) Has your child accessed any of Sparkle's leisure activities and clubs?

Yes ☐ No ☐ (If 'No', please go to question 22)

15) Which of Sparkle's leisure activities and clubs has your child accessed?

Club/activity name: _____

Location: _____



16) How do you travel to the Children's Centre for your child to attend club/activities?

Car ☐ Walk ☐ Bus ☐ Train ☐ Taxi ☐ N/A ☐ Other: _____

17) How do you travel to the community venue for your child to attend club?

Car ☐ Walk ☐ Bus ☐ Train ☐ Taxi ☐ N/A ☐ Other: _____

18) Did your child attend any of Sparkle's virtual sessions this year?

Yes ☐ No ☐ (If 'No', please go to question 20)

19) Do you have any feedback you would like to share on the virtual sessions?

20) To what extent do you agree with the following statements:

Attending Sparkle leisure activities and clubs has helped improve my child's confidence.

Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐

My child has not developed any new skills since joining Sparkle.

Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐

Attending Sparkle leisure activities and clubs has helped develop my child's social skills.

Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐

My child interacts with their peers and has friends at Sparkle leisure activities and clubs.

Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐

21) Is there any way Sparkle leisure activities could be improved?

22) Do you have any other feedback on Sparkle's leisure activities and clubs you would like to share with us?

Connecting with Sparkle

23) Do you follow us on social media?

Facebook ☐ Twitter ☐ Instagram ☐
YouTube ☐ LinkedIn ☐ None ☐



24) What would you like to see on our social media pages?

Information and advice from the Family Liaison Service ☐
Posts about fundraising ☐
Posts about how I can support Sparkle in other ways ☐
Results from research projects and evaluations ☐
Pictures of the children and young people having fun in clubs ☐
Quotes and feedback about Sparkle ☐
Fun posts I can interact with ☐
Other (please specify): _____

25) Where are you most likely to look for information about Sparkle?

Sparkle website ☐ Phone Sparkle ☐ Email Sparkle ☐
Facebook ☐ Twitter ☐ Instagram ☐ LinkedIn ☐ YouTube ☐
Other (please specify): _____

Supporting Sparkle

26) Our research and evaluations are vital to securing grant funding for our services. Would you be happy to be contacted in the future about how you can support our research and development activities?

Yes (please provide an email address): _____

No ☐

(Your email address will be separated from the rest of your responses, which will remain anonymous)

27) We have to raise £640,000 a year to run our services, and we are grateful to all those who help us do this. What fundraising activities would you get involved in for Sparkle?

Running and sports challenges ☐

Community fundraising activities (e.g. bucket collections and raffles) ☐

Fundraising campaigns I can take part in at home or work (e.g. coffee mornings) ☐

Fundraising campaigns my child can take part in at school (e.g. dress up days) ☐

Family fun days ☐

Fun challenges (e.g. dance-athon) ☐

Virtual fundraising events ☐

Social media fundraising campaigns ☐

Other (please specify): _____

28) How likely are you to recommend Sparkle to a friend/family member who is looking to fundraise for a charity?

Very likely ☐ Likely ☐ Unlikely ☐ Very unlikely ☐

29) Would you be happy to be contacted in the future about getting involved in fundraising activities for Sparkle?

Yes (please provide an email address): _____

No ☐

(Your email address will be separated from the rest of your responses, which will remain anonymous)

Thank you very much for taking the time to complete this questionnaire.

If you have any further feedback about Sparkle, please contact
research@sparkleappeal.org

If you would like any information about Sparkle services, or our research and evaluation activities, please visit www.sparkleappeal.org



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Appendix B

Children and Young People's Feedback Activity 2021

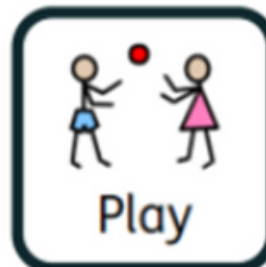
Name of club:

At club I feel...



At club I...

...play.



...have friends.



...learn new things.



What would you like to tell us about club?
