



Sparkle Annual Feedback Report 2022:

**The views of children, young people
and families accessing Sparkle
services in 2022.**

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Bethan Collins MSc
Sparkle Research and
Development
Officer

Contents

Executive Summary - 3

Introduction - 4

Family Liaison Service - 4

Leisure Services - 4

Evaluation - 6

Method - 7

Results - Family Survey - 7

Demographics - 7

Family Liaison Service - 9

Leisure Services - 11

Events - 15

Supporting and Connecting with Sparkle - 16

**Results - Children and Young People's Engagement
Activity - 18**

How did we do compared to 2021? - 20

Recommendations - 21

Conclusions - 22

Appendix A - 23

Appendix B - 30



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 survey and to the the Leisure Support 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 and/or the partner children's centres in 2022.

174



families, children
& young people

- ★ Feedback was received from 125 families and 49 children/young people, a sizable increase on participation during last year's evaluation.
- ★ Positive feedback was received regarding the Family Liaison Service, with 90% of families saying they were either satisfied or very satisfied with the support and information received.

- ★ Families felt children and young people had gained social skills and opportunities for social interaction by accessing Sparkle's leisure provision, as well as confidence, independence, enjoyment and a sense of community.

- ★ Children and young people described having fun, making friends and using technology at Sparkle clubs; 98% said they felt 'happy and confident' at club.

- ★ Constructive feedback regarding support groups, information bulletins and events was provided, and suitable recommendations have been made.

✓ 90%

satisfied with
information &
support

*I personally think the club is
an optimistic atmosphere
and I really enjoy being
here.
(Young person)*



Confidence



Social
interaction



Independence



Community



Enjoyment

Introduction

Sparkle (South Wales) directly supports children and young people with disabilities and/or developmental difficulties, and their families, across Gwent. Sparkle is the charity partner of Serennu, Nevill Hall and Caerphilly Children's Centres; services are provided from the centres and community venues within the catchment areas, which cover Newport, Blaenau Gwent, Caerphilly, Torfaen and Monmouthshire. 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 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. The Family Liaison Service provides holistic support for families with a child with, or undergoing, a diagnosis of a disability or developmental difficulty; this includes informal emotional support, practical support such as helping to secure financial support and providing resources, facilitating peer support via groups and workshops, and liaising between families and health, social care and education professionals. The Family Liaison Officers act as a first point of contact at the children's centres, as well as engaging with the local community.

Leisure Services

Sparkle delivers specialist leisure activities tailored to meet the complex needs of the children and young people the charity supports, providing them with a range of valuable childhood experiences that they would not otherwise be able to access. Mainstream leisure activities and clubs are often not equipped to support those with complex disabilities; many of the children and young people Sparkle supports require 1:1 or even 2:1 support, are non-verbal or have significant communication

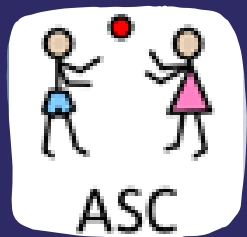
difficulties, experience challenging behaviour, and/or have medical conditions which require constant monitoring, medication and specialist equipment. The aim of Sparkle leisure clubs is to help children and young people develop important skills and increase their confidence, whilst also being fun and a safe space to interact with their peers.

Sparkle's leisure activities include:



Little Stars: A stay and play club for children aged 0 to 4 years (currently only at Serennu Children's Centre).

Play Club: An opportunity for children, aged 5 to 11, to have fun and express themselves in a supported environment (available from all three catchment areas).



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 (Serennu Children's Centre only).

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 (Serennu Children's Centre only).



Technology Club (formerly Minecraft and Lego Club): An opportunity for young people, aged 8 to 17, with a shared interest to meet and socialise (Serennu Children's Centre only).

Youth Club: A club for 12 to 17 year olds where they can socialise and influence what activities and projects they take part in (Serennu and Nevill Hall catchment areas).



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

Continuing Care club: A fun, fortnightly club for children and young people with complex healthcare needs, run jointly with the Health Board (from Serennu Children's Centre for all catchment areas).



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

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 (Family Swim is available from Serennu Children's Centre for all catchment areas, swimming lessons are currently offered at Serennu Children's Centre and will soon be available in the Nevill Hall and Caerphilly Children's Centres catchment areas).



Sparkle also offers activities during the school holidays in all areas, four family events in each area (Spring Fun Day, Summer Fete, Halloween Party and Christmas Party), and residential trips, during which young people can experience independence and try new things, such as abseiling and canoeing.

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 asks for feedback from the families, children and young people supported by the charity. This report outlines feedback received regarding Sparkle's services delivered in 2022.



Method

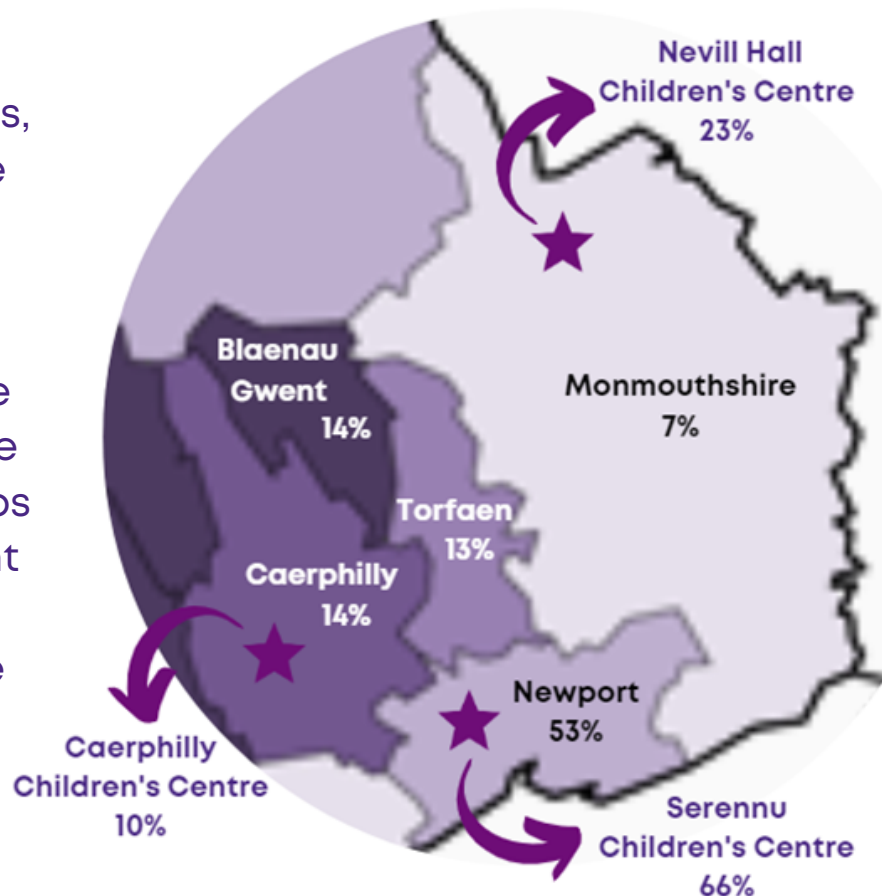
Feedback was collected from families, children and young people throughout January 2023. A family feedback survey (appendix A) was created using Survey Monkey and disseminated via the Family Liaison Officers' mailing lists, contact lists for all Sparkle leisure activities, Sparkle's social media pages and posters at the children's centres. A feedback activity for children and young people (appendix B) was also created; children and young people were given the opportunity to take part during Sparkle clubs, and they could share their feedback by choosing pictures. Quantitative and qualitative responses were analysed and descriptive statistics and summaries of qualitative responses are presented below.

Results - Family Survey

Demographics

The family survey was completed by 125 participants, more than half of which were from the Serennu Children's Centre catchment area.

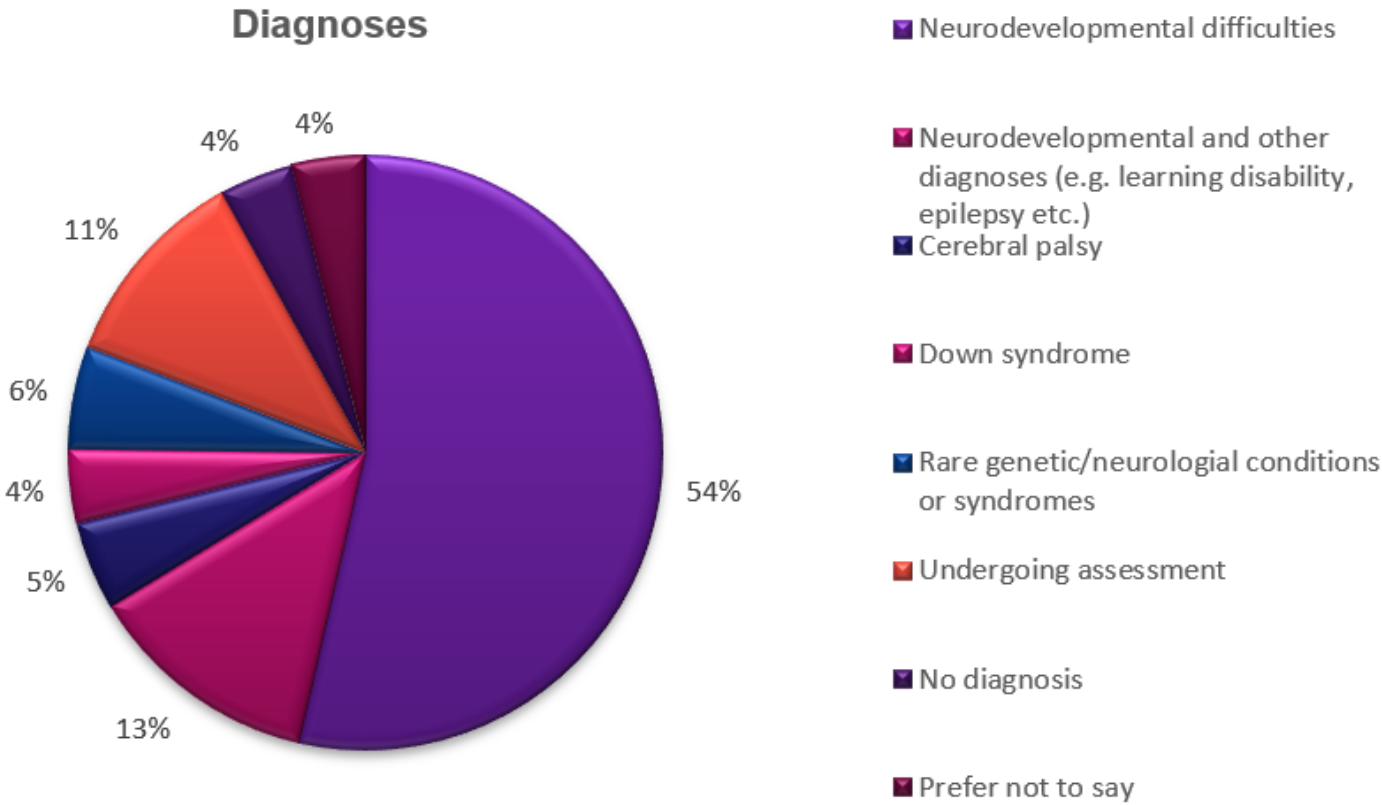
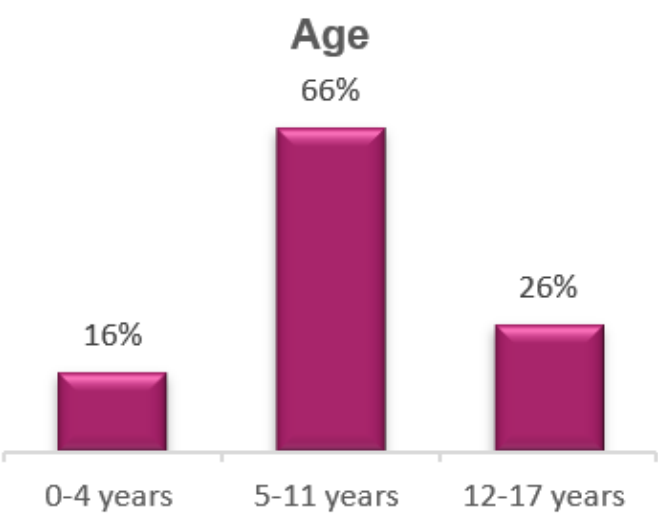
At the end of 2022, there were 151 children and young people accessing weekly leisure clubs (109 in the Serennu catchment area, 31 in the Nevill Hall catchment area, and 11 in the Caerphilly catchment area); this is slightly less than last year, however it has been found that children are presenting with more complex needs and challenging



(1% did not respond to the question regarding which Children's Centre catchment area they lived in)

behaviour, meaning Sparkle is having to provide 1:1 and 2:1 support for more children. There are 860 families across all three catchment areas registered for Sparkle’s family activities.

Participants were asked how long their child had been accessing Sparkle services or the children’s centres; 30% had been accessing less than 1 year, 24% for 1-2 years, 16% for 3-4 years, and 28% for 5 years or more (2% did not respond to this question). Two-thirds of participants had a child aged 5-11 years, and 14% had more than one child accessing Sparkle services or the children’s centres. Neurodevelopmental difficulties were most common, either as a single diagnosis or alongside another diagnosis.



Family Liaison Service

The following results are from the 96 participants who had received support from the Family Liaison Service in 2022. There are currently 1,815 families receiving support and information from the Family Liaison Service, however a more detailed evaluation of this service took place the month before this general evaluation of Sparkle services, which may have reduced uptake.

The majority of participants were either satisfied or very satisfied with the support and information received from the Family Liaison Service.

Participants cited good communication and quick responses from the service as a reason for their satisfaction, as well as the helpful and knowledgeable support offered. The Family Liaison Officers were described as friendly and approachable, and participants felt 'nothing was too much trouble'.



satisfied with
information &
support

In a moment of despair last year, I found myself at Serennu desperate for help. Although [I had] no appointment, the Family Liaison Officer took time to talk me through services and processes to help my situation. She was empathetic, calming, reassuring and guided me clearly on the steps I needed to take to start the ball rolling on an assessment for my child. I'm forever grateful for that unplanned meeting and reassured to know they are on hand to guide me as and when needed.

(Participant 8)

Feedback regarding the workshops and groups facilitated by the service suggested these are 'vital' opportunities to meet and share with parents/carers in similar circumstances who understand their situations.

Useful information and a good way to build up a support network with other parent/carers.
(Participant 97)

Participants shared their views on how the service could be improved. It was felt that parents/carers that worked during the service's 'core hours' were disadvantaged as they struggled to access support and could not attend any support groups which take place during weekdays. Sparkle and the Family Liaison Service have already taken steps to address this issue, which is discussed further in the recommendations part of this report.

Also, whilst the weekly bulletins from the service were praised for sharing important information and signposting to activities, participants felt there was 'too much information to process' and the long documents were 'hard to read' and could 'be a bit of an overload'. Some participants also commented on not finding information relevant to them in the bulletins. It was suggested that the bulletin could be a page on the Sparkle website with links to each section or piece of information, so parents/carers only have to click on the links relevant to them and the amount of information would be more manageable.

Workshops and groups attended:

- ★ Coffee morning
- ★ Helping Hands (psychology) workshops
- ★ SNAP Cymru
- ★ ADHD+ Newport
- ★ T:21 Dragons
- ★ Newport Autism Support Group
- ★ Blaenau Gwent National Autistic Society

It's very diluted now, it's all aimed at stay-at-home parents [...] Great help and courses offered but not if you work. [...] Working parents are totally forgotten.
(Participant 48)

Not attended any [workshops] as these are always in working day. [...] working parents are not included, we still need support!
(Participant 44)

Leisure Services

Half of the 89% of participants who had heard about Sparkle's leisure services had done so from the Family Liaison Service. The following results are from the 73 participants whose child had accessed Sparkle leisure activities during 2022. The most commonly accessed leisure activity was Play Club, however as Sparkle offers nine Play Clubs across the three catchment areas this is to be expected. The majority (84%) of families access leisure activities via car, however 7% use public transport or taxis and 1% walk to activities (8% did not respond to this question).

Participants were asked, as far as they are aware, which enrichment activities and facilities their child had accessed. Sparkle partners with a number of external organisations to introduce new activities, including sports and music, into the weekly clubs, enhancing and enriching the children and young people's experiences.

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

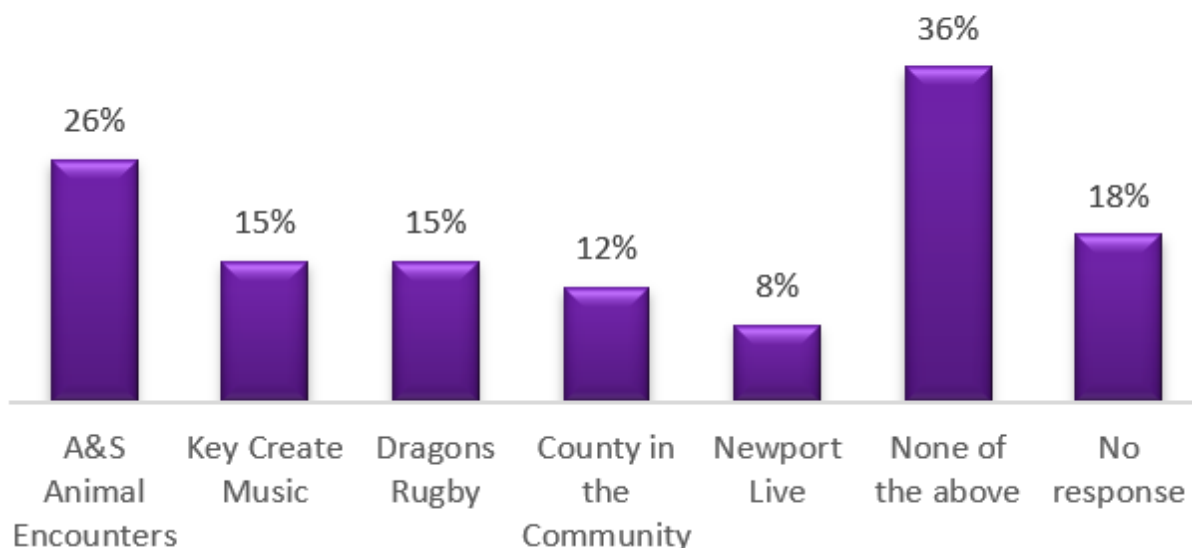


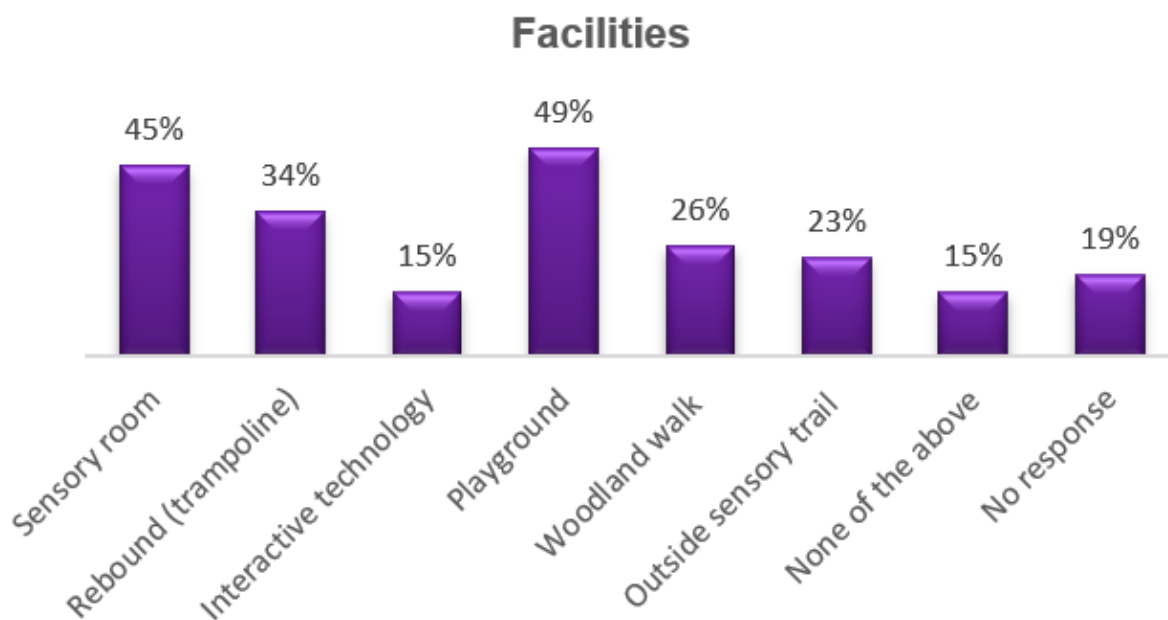
Online search/
social media



School

Enrichment activities





There was praise for the enrichment activities, particularly the musical storytelling and animal sessions, for meeting the children's complex needs, however some participants felt there was too much sport and sessions should be changed more often. Participants felt the facilities available to their child were 'wonderful' with 'lots to see and do', however there were concerns that rebound facilities were not used enough and that Caerphilly children did not have access to the same variety of facilities as those accessing Serennu Children's Centre. There were also specific requests for floodlights so young people could play sports during winter evenings, and bikes or toy cars suitable for older children who had outgrown the 'diddy-cars'.

Lots of opportunities for my child to take part in and workers [are] very supportive and encouraging.
(Participant 14)

For those whose child was accessing or waiting for swimming lessons, participants most wanted their child to learn to swim independently, gain confidence in the water and understand water safety. Participants also wanted their child to gain enjoyment, exercise opportunities and social interaction by accessing lessons. A few participants commented on the length of the waiting list for swimming lessons; swimming lessons at Serennu Children's Centre have only recently been

able to resume at full capacity following the Covid-19 pandemic, and the Sparkle team are working hard to move children and young people off the waiting list as quickly and safely as possible. Sparkle is also attempting to resume swimming lessons in the Nevill Hall Children's Centre (NHCC) catchment area and begin lessons in the Caerphilly Children's Centre (CCC) catchment area, however this is limited by access to suitable facilities (there is no hydrotherapy pool at NHCC, and the pool at CCC is currently non-functioning) as well as increased funding required.

Regarding how Sparkle's leisure activities could be improved, there were further comments about the difference in services available to children at Caerphilly Children's Centre compared to Serennu Children's Centre, particularly the lack of activities for those aged 12-17 years. It was also suggested that an online booking system for activities would be beneficial. The most common request was for more to be offered: more sessions per week, longer sessions, more groups and activities for the 12-17-year group, and more clubs to clear waiting lists. This is a common request every year and demonstrates the high need for Sparkle services.

Sparkle makes every effort to provide activities for all children and young people with disabilities and/or developmental difficulties in Gwent; the charity has significantly expanded services over the past few years, and are constantly seeking additional funding to clear expanding waiting lists; in order to reduce stress for families whose child is on a waiting list for a weekly slot, we offer family activities, events and holiday activities open to all registered families to ensure all children are able to access some level of service. Sparkle would like to assure families that they will continue to fully utilise resources to provide as much as possible for their children, however the current provision costs over £700,000 a year and with costs due to increase in the next financial year it will not be possible to continue expanding services without additional financial support and fundraising efforts from the community.

More sessions available and also throughout school holidays. [...] Also play club to be a bit longer - extra half hour or an hour would be even better.
(Participant 58)

Participants said their children had gained opportunities for social interaction and to develop social skills and friendships by accessing Sparkle leisure provision. Children and young people had also developed skills by accessing the provision, including developing their communication skills, and gained confidence and independence. Participants commented on how the service offers children the opportunity to access clubs similar to those their siblings and other children attend, whilst also feeling safe and having their needs met. The provision provided opportunities for enjoyment and a sense of community.

My child loves coming to play club and I know she is cared for and safe and has lots of fun. The staff are great, always happy to help.

(Participant 14)

Being able to access a safe environment with staff who understand [their] needs has been priceless over the years. My child has gained confidence and really enjoys going to youth club, they have made friends and taken part in many fun activities that they wouldn't otherwise be able to access.

(Participant 21)

We are happy with the existing provision and very grateful to all staff members for their time and effort particularly the team at Caerphilly.

(Participant 20)

My little one has come on loads, she's now used to playing near others and is slowly getting used to children and singing.

(Participant 86)

Events

Sparkle offers four family events throughout the year in each of the three localities; a Spring activity day, Summer fete, Halloween party, and Christmas party . Many participants said they enjoyed these events, however there were a few comments regarding some of the events being too busy and it was suggested to have time slots with reduced numbers throughout the day, and restrict events to Sparkle families as they are unable to attend community events due to their child's needs. There were also requests for clubs not to be on the same day as events where possible, and for more information to be provided before events, such as social stories*.



Christmas party

preferred over a drive-thru style Santa's grotto



Soft play centre

or similar venue for North Gwent events

Timeslots

with reduced numbers for the spring and summer events



Halloween

disco or a specific activity



Recently some additional soft play events have been offered to families; these were praised by participants, and some similar events aimed at 12–17-year-olds (e.g., discos) were requested.

We love the events and the whole family have a great time. Again, the staff are super friendly.
(Participant 14)

We really enjoy the events at Sparkle. Don't feel judged by other people and my children can be themselves. We enjoyed the Christmas event as it was quieter and structured. My daughter enjoyed the Halloween disco.
(Participant 42)

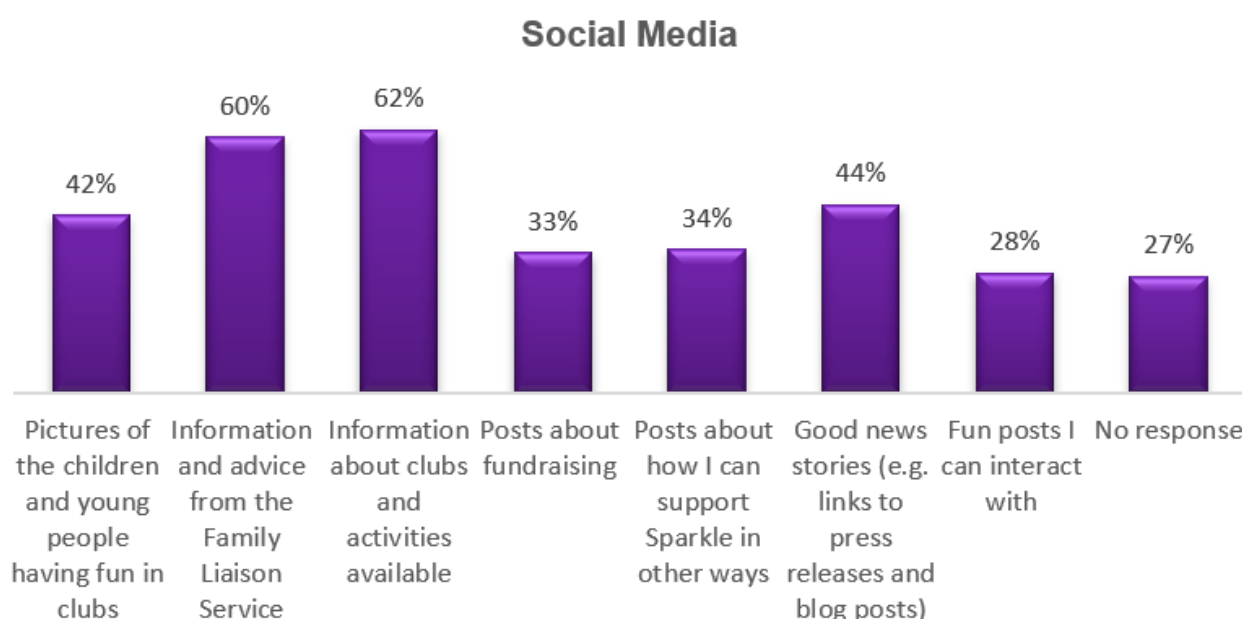
*Social stories are available on request prior to events, however this may need to be communicated more clearly so families are aware of the option.

Supporting and communicating with Sparkle

Facebook was the most popular social media channel, with more than half of participants following Sparkle’s Facebook page. This was also the place participants were most likely to look for information about Sparkle, followed by emailing or phoning a member of staff, and checking Sparkle’s website. Therefore, participants most wanted to see information about Sparkle services and what they can access on Sparkle’s social media pages, particularly in the Nevill Hall and Caerphilly catchment areas.



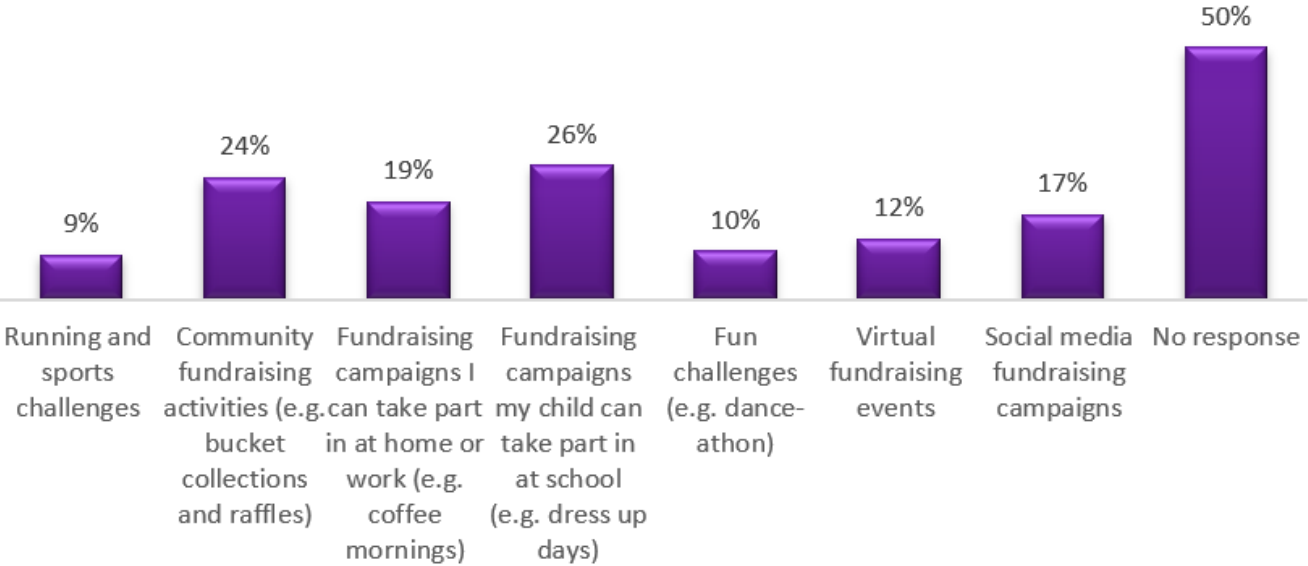
There are some lovely posts, but the majority are about Serennu. When there are not as many facilities in our area, it can be frustrating. But it still is good to hear about the charity.
(Participant 50)



In this last section, participants were able to share how they would like to support Sparkle; 46 participants signed up to receive information on how to support Sparkle’s research and development activities, 32 signed up to receive information about getting involved in fundraising activities, and 7 participants said they would be willing to recommend fundraising for Sparkle to their employer. Participants would most like to support Sparkle

with community fundraising activities and fundraising campaigns the children and young people could get involved in, or by volunteering with the Family Liaison Service.

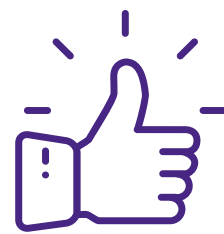
Fundraising



Results - Children and Young People's Engagement Activity

The children and young people accessing Sparkle clubs were also given the opportunity to take part in a short feedback activity; 49 children and young people from across the three catchment areas took part, of which 61% were accessing a Play Club and 39% a Youth Club.

Children and young people were asked whether they felt 'happy and confident' or 'sad and nervous' at club and were able to click on a picture to represent their answer; 98% chose 'happy and confident' and 2% chose both options.

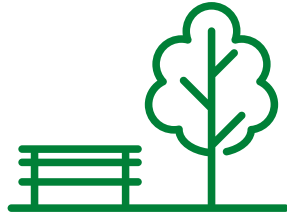


98%
feel happy
& confident

At club I...



have fun
90%



go outside
55%



play sports
35%



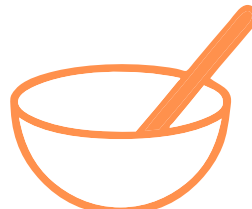
sing and dance
41%



am creative
59%



use technology
67%



cook
37%



have friends
73%

A few children and young people made requests, including for 'more toys', 'more Lego', 'more cooking', 'more fun stuff in rebound', 'iPads' and 'virtual reality'.

*I personally think the club is
an optimistic atmosphere and
I really enjoy being here.*
(Young person)

*It's really fun and I
recommend it to other
people.*
(Young person)

*I like that I get to meet
everyone, no
improvements.*
(Young person)

*It is perfect just the
way it is.*
(Young person)



How did we do compared to 2021?



Participation

In our 2021 evaluation, 96 families and 14 children/young people took part; this year, 125 families and 49 children and young people shared their feedback.



satisfied or very satisfied

This year, 90% of families were satisfied or very satisfied with the support and information received from the Family Liaison Service, compared to 83% last year.



Confidence

Last year's evaluation found children and young people gained confidence, developed new skills and made friends by accessing Sparkle's leisure clubs; this year, it was mentioned that children and young people also benefitted from a sense of community.



Skills

Following the last evaluation, it was recommended that the Family Liaison Service's workshops and groups, and Sparkle's swimming lessons, be resumed as soon as Covid-19 restrictions allowed. These services were all resumed in 2022, with families describing the groups as 'vital', although Sparkle has a large waiting list to tackle for swimming lessons, having been unable to run them for two years due to the COVID pandemic. It was also recommended that virtual sessions be avoided where possible, however these were not needed in 2022.



Friendship



Community

Recommendations

The Family Liaison Service was positively received by families, and the workshops and groups facilitated by the service were felt to be a great opportunity to form supportive peer networks with other families. However, many participants felt they were missing out due to groups taking place during core working hours. It is recommended that some groups and workshops are offered during evenings and weekends, to allow more families to access this support. Sparkle and the Family Liaison Service have already begun to address this, by offering coffee mornings at Caerphilly Children's Centre on Saturdays and an evening support group at Serennu Children's Centre.

The difference between the services available in Caerphilly compared to the other catchment areas was raised by respondents; Caerphilly is Sparkle's most recent area of expansion and it is recommended that demand for services in the area is monitored and, if indicated, explore funding opportunities to provide these.

A few specific requests were made for equipment, including floodlights* and certain toys. These will be passed on to Sparkle trustees and the fundraising team for consideration.

The Family Liaison Service bulletins were praised for sharing a wealth of information with families, however participants felt there was so much included it could be overwhelming. It is recommended that the service explores hosting bulletins on a webpage on the Sparkle website, so that families can click on links relevant to them, rather than having to read the whole document.

*Temporary outside lighting has already been secured whilst Sparkle awaits the outcome of funding applications for floodlights at Serennu Children's Centre.

Participants said they were most likely to get involved in fundraising events out in the community, and campaigns that their child/young person could also take part in. It is therefore recommended that this be taken into consideration during the development of fundraising strategies. It is to be hoped that more parents/carers become active in fundraising over the coming year.

Feedback was sought on the family events offered by Sparkle. Following this feedback, timeslots with reduced numbers is recommended for events, with priority being given to Sparkle families over the wider community.

Conclusions

This annual evaluation demonstrates that Sparkle continues to provide effective services for children and young people with disabilities and/or developmental difficulties, and their families. Families have benefitted from the support, information and peer networking facilitated by the Family Liaison Service, and children, young people and families have reflected on the positive effects of accessing a specialist leisure provision.

Information gathered by this evaluation regarding Sparkle's services, events, social media and fundraising activities will have a direct impact on planning and strategies for the year ahead, and Sparkle has already begun to act on recommendations following constructive feedback provided by participants.

Feedback regarding Sparkle's leisure activities included comments on how the provision allows children and young people with disabilities and/or developmental difficulties to access the same opportunities to have fun, interact with their peers and develop new skills as any other child, demonstrating Sparkle's commitment to the charity's guiding principle and vision.

Appendix A

Family Feedback Questionnaire 2022

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 10 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, but will help inform Sparkle's service development, support funding applications and help us best focus the charity's funds.

You can complete this survey online at:

<https://www.research.net/r/SparkleFamilyFeedback2022>

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/children?

0-4 years ☐

5-11 years ☐

12-17 years ☐

6) Does your child/children have a diagnosis?

Yes ☐

Undergoing assessment ☐

No ☐

Prefer not to say ☐

If yes, please state their diagnosis _____

Family Liaison Service

(The Family Liaison Service is delivered by Sparkle/ABUHB Family Liaison Officers – Jayne Jones, Sarah Owen, Sarah Painter-Sims and Lisa George)

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

Yes ☐ No ☐ (If 'No', please go to question 14)

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) Have you attended any coffee mornings, workshops or support groups hosted by/in collaboration with the Family Liaison Service? (Please select all that apply)

| | |
|--|---|
| Serennu Coffee Morning <input type="checkbox"/> | Newport Autism Support Group <input type="checkbox"/> |
| Nevill Hall Coffee Morning <input type="checkbox"/> | SNAP Cymru drop-in session <input type="checkbox"/> |
| Caerphilly Coffee Morning <input type="checkbox"/> | Helping Hands workshops <input type="checkbox"/> |
| T:21 Dragons group <input type="checkbox"/> | ADHD+ Newport <input type="checkbox"/> |
| National Youth Advocacy Service drop-in session <input type="checkbox"/> | |
| Other: _____ | None of the above <input type="checkbox"/> |

11) Do you have any feedback on any of the above sessions that you would like to share?

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

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

Sparkle Leisure Activities and Clubs

14) 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 27)

If you have not heard about Sparkle's leisure activities and would like to find out more about the service, please visit www.sparkleappeal.org for more information.

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

Family Liaison Service ☐

Word of mouth ☐

Health/social care professional ☐

Online/social media ☐

School ☐

Advert at the Children's Centre ☐

Other _____

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

Yes ☐ No ☐ (If 'No', please go to question 27)

17) Which of Sparkle's leisure activities and clubs has your child attended?

Activity/club name: _____

Day of activity/club: _____

Location: _____

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

By car ☐ Walk ☐ By bus ☐ By train ☐ By taxi ☐

Other: _____

19) As far as you are aware, has your child taken part in enrichment activities with any of the below during their club sessions/family activities?

A&S Animal Encounters ☐

County in the Community ☐

Key Create Music ☐

Newport Live ☐

Dragons Rugby ☐

None of the above ☐

Other _____

20) Do you have any feedback you would like to share about any of the enrichment sessions, or are there any other enrichment activities you would like Sparkle to offer?

21) As far as you are aware, has your child been able to access any of the below facilities during their club sessions/family activities, or have you and your child accessed any facilities outside of Sparkle activities?

Sensory room []

Playground []

Rebound (trampoline) []

Woodland at Serennu []

Interactive technology []

Outside sensory trail at Serennu []

Other _____

None of the above []

22) Do you have any feedback you would like to share about any of the above facilities?

23) If your child is accessing/on the waiting list for swimming lessons, what do you hope your child will gain from accessing Sparkle swimming lessons?

24) What has your child gained by accessing Sparkle activities?

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

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

Sparkle Family Events

27) Sparkle offers family events throughout the year – what would you like these events to look like going forward?

| | Yes | No |
|---|-----|----|
| Christmas event: drive-thru style Santa's grotto | | |
| Christmas event: inside activities and Santa's grotto | | |
| Summer/Spring event: time slots with reduced numbers | | |
| Summer/Spring event: free to come and go throughout the day | | |
| Summer/Spring event: a quiet hour for Sparkle families, followed by a whole community event | | |
| Halloween event: disco | | |
| Halloween event: specific activity (e.g. soft play) | | |
| North Gwent events venue: leisure centre | | |
| North Gwent events venue: soft play centre or similar | | |
| North Gwent events venue: community hall | | |

28) Do you have any feedback or ideas you would like to share about our family events?

Connecting with Sparkle

29) Do you follow us on social media? (Please select all the apply)

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

30) What would you like to see on our social media pages? (Please select all that apply)

Pictures of the children and young people having fun in clubs ☐

Information and advice from the Family Liaison Service ☐

Information about clubs and activities available ☐

Posts about fundraising []

Posts about how I can support Sparkle in other ways []

Good news stories (e.g. links to press releases and blog posts) []

Fun posts I can interact with []

Other (please specify): _____

31) Do you have any feedback you would like to share about our social media?

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

Sparkle website [] Phone Sparkle [] Email Sparkle []

Facebook [] Twitter [] Instagram [] YouTube [] LinkedIn []

Other: _____

Supporting Sparkle

33) Our research and evaluation work is 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)

34) We have to raise over £700,000 a year to run our services, and we are grateful to all those who help us do this. What fundraising activities would you be willing to get involved in for Sparkle? (Please select all that apply)

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) []

Fun challenges (e.g. dance-athon) []

Virtual fundraising events []

Social media fundraising campaigns []

Other (please specify): _____

35) Sparkle depends on corporate/business donations and fundraising to continue to deliver our services. Would you be willing to recommend donating to, or fundraising for, Sparkle to your employer? (Sparkle's Fundraising Manager can support you with this)

Yes (please provide an email address):

No ☐

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

36) 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)

37) Would you be interested in any of the below volunteering opportunities with Sparkle?

Swimming lesson volunteer ☐

Volunteering during clubs and activities ☐

Volunteering with the Family Liaison Service (e.g. during support groups and workshops) ☐

Volunteering at community events (e.g. raising awareness of Sparkle) ☐

Admin volunteer roles ☐

Fundraising and marketing volunteer roles ☐

Other (please specify): _____

(To apply for any of our current volunteer opportunities, please visit

<https://www.sparkleappeal.org/vacancies-and-volunteering>)

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

Please note that this survey is completely anonymous and therefore

Sparkle cannot respond to any individual responses. If you would like to

discuss your feedback in more detail, please contact our Research and

Development Officer, Bethan Collins, on 01633 748024 or

research@sparkleappeal.org

Appendix B

1. Name of club: _____

2. Location of club:



Serennu o



Blaina ICC o



SenCom o



Caerphilly Children's Centre o

3. At club I feel...



Happy / Confident



Sad / Nervous

Happy and confident o Sad and nervous o

4. At club I...



have fun

have fun o



go outside

go outside o



play sports

play sports o



sing and dance

sing and dance o



be creative

be creative o



use technology

use technology o



cook

cook o



have friends

have friends o

5. What would you like to tell us about club?
