

Satisfaction Survey of Parents & Guardians

EA Youth Services

The Education Authority spends almost £33 million providing youth services throughout Northern Ireland. With regard to this we are undertaking a satisfaction surveys with a view to improving our service and as part of this exercise would like to elicit the views of parents and guardians.

We would be grateful if you would complete the following survey and please be assured your answers will be held in the strictest of confidence.

1. In which Council area do you live?

- Antrim & Newtownabbey
- Ards & North Down
- Armagh, Banbridge & Craigavon
- Belfast
- Causeway Coast & Glens
- Derry & Strabane
- Fermanagh & Omagh
- Lisburn & Castlereagh
- Mid & East Antrim
- Mid Ulster
- Newry, Mourne & Down

2. Please state, on average, how frequently your young person attends their youth centre or project.

- Several times a week
- Once a week
- Once a fortnight
- Once or twice a month
- Less than once a month

3. The following statements relate to your level of satisfaction with key elements of your young person's youth service provision. Please state your level of agreement with each statement on the accompanying scale from 1 to 5, with 1 as strongly agree and 5 as strongly disagree.

	Strongly agree				Strongly disagree
	1	2	3	4	5
My young person enjoys participating in Youth Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My young person is able to access a range of worthwhile activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My young person has benefitted from participating in Youth Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Youth Service staff members were helpful in responding to any concerns I had	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Youth service staff members provide me with appropriate information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Youth service staff members communicate regularly regarding my young person	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, I am satisfied with the opportunities open to my young person	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. If you have any additional comments you wish to make, please do so in the box below.

Thank you very much for completing this survey