



Inquiry into annual and financial reports 2024–2025

Answer to question on notice

Asked by: Ms Chiaka Barry MLA

Addressed to: Minister for Children, Youth and Families

Reference: HCSD

Hearing: 12 November 2025

In relation to: Satisfaction survey - Child and Family Centres

Question received: 19 November 2025

Answer Due: 27 November 2025

1. I am amazed at your track record over the last five years for client satisfaction, 99% satisfaction in a year where you were dealing with increased complexity and resource challenges is simply outstanding. Can you tell me how you conduct this survey, when and how it is conducted?
 - a. I note the survey is of 97 families, what percentage of your total caseload does this represent?
 - b. Does your survey include a breakdown of the factors that lead to satisfaction levels?
 - c. Does it include questions that might highlight areas where the service could be improved?
 - d. What do you think you would need to do, to get a 100% satisfaction rate from 100% of your client group?

Mr Michael Pettersson MLA: The answer to the Member's question is as follows:

1. After a case is closed, Child and Family Centre staff contact families within two weeks to invite them to participate in the survey. Families are contacted over the phone by someone who did not support the family directly, and contact is attempted up to three times, at different times of the day and on different days. Participation in the survey is voluntary, and if families are not reachable after the third attempt, no further attempts are made.
 - a. The 97 families represent 44 per cent of the cases that were closed in 2024-2025.
 - b. The survey includes a structured set of questions designed to identify helpful aspects of the service and gather feedback for improvement. The survey includes a specific question asking whether families were satisfied overall with the services they received.

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- c. Yes, survey questions are designed to gather feedback from families to support continuous improvement.
- d. Based on current survey participation rates, the directorate thinks it is unrealistic to expect 100% of families to choose to participate in the survey. The survey is and will remain voluntary. The Child and Family Centres will continue to hear client feedback, work to resolve issues that lead to dissatisfaction and continuously improve service provision.

Approved for circulation to the Standing Committee on Social Policy

Signature: 

Date: 1-12-25

By the Minister for Children, Youth and Families, Mr Michael Pettersson MLA