

5 Ways After School Club Parent and Children's Satisfaction Questionnaire Results 2018

The survey was given out to 87 families during the month of June 2018, 14 were returned. Out of the 132 children that attend After School Club 20 have returned the children's survey. Thank you to everyone who participated, this information is so valuable to us as a team, we use it to meet the needs of our families and children further.

Results of Parent survey

When you were choosing childcare, what was most important to you and what do you like about 5Ways After School Club?

9 surveys said experienced staff and open outdoor space

12 surveys said warm, caring staff and friendly staff

Other comments were term time, near home, the activities on offer, children enjoying themselves, the meals, the cost and being truly inclusive.

What you do dislike about 5Ways after School Club?

6 surveys said they disliked nothing

Other comments were lack of privacy in the toilets for the other children, meals need to be on a rota to vary them.

The club can feel a bit chaotic at times and the unorganised way the school bags are left when the children arrive down from school.

response

The menu is reviewed every term and will be again before September. This term we have used a rota system to vary the meals. We follow the government guidelines on a portion being the size of the palm of the child's hand so if your child is going home hungry please let us know. Seconds are normally available.

When the children first arrive from school we offer them a quick snack now as we aim to serve tea at 4pm.

The children will be encouraged to place their book bags in an orderly fashion making it easier for parents to find them.

Based on your experience, would you recommend 5Ways After School Club to another parent?

All the surveys returned said that they would recommend us.

Do you have any concerns about the way in which we care for your child? All but one survey said they had no concerns.

The one concern was the use of You Tube on the I pads

This matter was addressed as soon as it was brought to our attention. We would like to reassure our parents that only children's You Tube can now be accessed.

How could we improve our service?

3 surveys said nothing needed to be improved, other comments were more holiday club, gardening, meals more nutritious and filling as well as a buddy system to help new children settle.

Thank you for these comments we will be taking them into account and feed them into the planning for September 2018.

My child is happy to attend?

7 surveys strongly agree

6 surveys agree

1 survey disagrees

I feel that I have made the right choice of childcare for my child?

11 surveys strongly agree

2 surveys agree

1 survey disagree

My child is encouraged to behave well?

8 surveys strongly agree

4 surveys agree

1 neither agree or disagree

1 disagree

I have a good relationship with the club staff?

10 surveys strongly agree

3 surveys agree

1 survey strongly disagree

Staff are approachable and willing to discuss my concerns?

11 surveys strongly agree

1 survey agree

2 strongly disagree

The club communicates information well?

9 surveys strongly agree

3 surveys agree

1 survey neither agree or disagree, 1 survey disagree

I don't know what my child does at the club each day?

2 surveys agree

3 surveys neither agree or disagree

4 surveys disagree, and 1 survey strongly disagree

I am concerned that my child is bored or unhappy at the club?

1 survey strongly agree

1 survey agree

1 survey neither agree or disagree

2 surveys disagree, and 9 surveys strongly disagree

The club is helping my child to become responsible and independent?

4 surveys strongly agree

5 surveys agree

1 survey neither agree or disagree

3 surveys disagree

The club offers a good range of play opportunities?

7 surveys strongly agree

5 surveys agree

2 surveys strongly disagree

I feel that the quality of service reflects the fees charged?

9 surveys strongly agree

3 surveys agree

2 surveys strongly disagree

The club opening times meet my current childcare requirements?

10 surveys strongly agree

2 surveys agree

1 survey disagree, and 1 survey strongly disagree

I am happy with the food provided by the club?

5 surveys strongly agree

4 surveys agree

3 surveys neither agree or disagree

1 survey disagree, and 1 survey strongly disagree

Any other comments? 1 survey states that they 'love the club and can't wait for a sibling to start'.

Another survey states 'the food could be better as my child always says they are still hungry when collected so more of it would be nice'.

Please see actions above.

Children's Survey

Do you enjoy the art and craft activities available at the club?

15 children like it a lot, 4 said it was OK and 1 said they didn't like it

Do you like the tea and drinks offered at the club?

14 children like it a lot, 4 said it was OK and 2 didn't like the food

Do you like the toys and board games at the club?

12 children like it a lot, 6 children said it was OK and 2 didn't like the toys and board games.

Do you like playing outside?

17 children liked it a lot, 2 children said it was OK and 1 didn't like playing games outside.

What do you think about the staff at the club?

17 children like the staff a lot, 3 children think they are OK.

What do you think about the building [this means the main room, outside area, toilets etc].

14 children like it a lot, 5 children said it was OK and 1 said they didn't like it.

What do you think is the best thing about your club? The responses were craft and cooking x 2, the building x 2, playing outside x 6, playing games, tea, everything, friends, grown ups nice and kind, football.

What do you like least about the club? The responses were vegetarians need to get more food, walking down from school, nothing said 6 children, when friends are not attending x 3, board games, not allowed to climb trees, attend too much but still like it, older children too loud and rough at times the loud fire alarm, smelly loos when doing arts and craft.

We have risk assessed tree climbing and unfortunately at this stage the risk is too great. This is reviewed annually as part of our on going Health and Safety programme.

The toilets are checked throughout the session and will continue to be checked. New air fresheners have been sorted.

We are planning to re locate the craft table away from the toilet door.

If we could change one thing about the club to make it more enjoyable for you, what would it be? Nothing said some children, puddings x 2, time on the field with no balls, toilet doors higher up, play with putty, more art and crafts, paddling pool, climb trees, not to use glitter, basketball, ice creams, cooking and snakes were recording.

Thank you for these great ideas and comments which will be fed into our planning and resource sessions. We have lots of amazing games and outside resources which the team will plan to use on a more frequent basis so all the children can use our lovely outside space. All the children can use the adult toilets if are not comfortable using the smaller children's ones. They will be reminded how to access these.

A personal message from Grace, After School Coordinator

Thank you to all the adults and children who took part in the survey, I know it was another thing for you to do in such a busy term. We are always happy to have feedback, both positive and negative so please share your ideas and thoughts with me, or the management team at any time. I hold regular staff meetings with the team, so

the needs of the children and parents can be actioned and discussed by the team.

Everyone at 5Ways is interested in how we can improve on meeting the needs of our parents and children . We have an open-door policy at Fiveways, and are happy to hear from any children or parents to make their experience more enjoyable with us.

Wishing you a wonderful summer break and look forward to seeing soon. We are back on Wednesday 5th September 2018

After-School Club Team