

Slaley First School
Before & After School Clubs

Parent Satisfaction Questionnaire

(Feedback @ July 2018)

9/21 users responded – 43%

When you were choosing childcare, what was most important to you?

- Opening times (before and after school provision)
- Safety and enjoyment
- Somewhere for my child to be happy
- Staff and facilities
- Range of activities

What do you like about SFS Before & After School Clubs?

- Great staff and location
- Early start and food provided
- Inclusion of all ages together
- Drop off and pick up times
- Kids love it and gain a lot from it
- Part of the school so the staff know my child well
- Everything!

What do you dislike about SFS Before & After School Clubs?

- Nothing! (4/9)
- No club on a Friday evening (1/9)
- Minor problem – cardigans/coats not always ready for pick up
- Meal a little later, around 'tea time'.
- Would prefer a 'meal' to be offered rather than a 'sandwich' – means making another meal at 6pm.

Based on your experience, would you recommend SFS Before & After School Clubs to another parent?

- 100% said YES

Do you have any concerns about the way in which we care for your child?

- 100% said NO

How could we improve our service?

- Provide a club on a Friday evening (1/9)

A summary of responses to the following statements:

Statement	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
My child is happy to attend the club	7	2			
I feel that I have made the right choice of childcare for my child.	7	2			
My child is encouraged to behave well	7	2			
I have a good relationship with the club staff	7	2			
Staff are approachable and willing to discuss my concerns	6	2			
The club communicates information well	4	5			
I know what my child does at the club each day	3	5	1		
I AM concerned that my child is bored or unhappy at the club			1	2	6
The club is helping my child to become responsible and independent.	4	2	3		
The club offers a good range of play opportunities and activities	4	2	3		
I feel that the quality of service reflects the fees charged	5	4			
The club opening times meet my current childcare requirements	6	2		1*	
I am happy with the snacks provided by the club	5	3	1		

*One parent said they would like the club to be available on a Friday evening and run until 6:30pm.

Any other comments?

- “Well done” to Slaley for keeping this provision going.
- There could be termly certificates/awards for good behaviour, helping others, achievements etc.
- Run competitions for fun e.g. colouring, art, design a poster.
- Sometimes the kids come home a bit hungry.
- A great service and my child is much happier.
- Excellent service!
- We are so pleased that Slaley First School is able to offer this service as without it our children would not be able to attend the school.
- After School Club offers great activities.
- Mrs. English is just wonderful!

Thank you to everyone who returned their questionnaire response.

We appreciate your feedback.