

ASC 2015/16: Parent Questionnaire Analysis

32 questionnaires sent out, 17 returned (53.1% return rate – a great +31.9% improvement from last year).

SD: Strongly Disagree, D: Disagree, UN: Unsure, A: Agree, SA: Strongly Agree					% Agree/Strongly Agree
<i>The After School Club service has been useful for my family</i>					
SD: 0	D: 0	UN: 0	A: 0	SA: 15	100%
<p>There are only 15 scores for this question as 2 parents did not give a response</p> <p>% Increase/Decrease from Previous Year: Remained at 100% from last year.</p> <p>Parent Comments:</p> <ul style="list-style-type: none"> (Child Name Removed) comes home happy It gives us a chance for some 1:1 time with other two children I can pick my other children up before (child name removed) Limited after school options – really needed this service 					
<i>I feel that my child wants to come to ASC and has fun</i>					
SD: 0	D: 0	UN: 1	A: 0	SA: 14	93.3%
<p>There are only 15 scores for this question as 2 parent did not give a response</p> <p>% Increase/Decrease from Previous Year: Fell from 100% from last year due to 1 score of unsure from a parent with a child on tiring medication. However I believe this particular child does enjoy club as even when tired she has a smile on her face and is laughing!</p> <p>Parent Comments:</p> <ul style="list-style-type: none"> (child name removed) loves ASC I think this would be a 5 (strongly agree) (parent had given 3 - unsure) if she wasn't so tired with meds Yes very energetic helps him relax and unwind 					
<i>Under the four headings of club, I feel there is a strong and balanced variety of activities on offer</i>					
SD: 0	D: 0	UN: 0	A: 2	SA: 13	100%
<p>There are only 15 scores for this question as 2 parent did not give a response</p> <p>% Increase/Decrease from Previous Year: Remained at 100% from last year.</p> <p>Parent Comments:</p> <ul style="list-style-type: none"> Just if (child name removed) could have done Thursday swimming she loves it Response from ASC Manager: Unfortunately this was just down to high excess demand for Thursday sessions on the spring term. Sadly we had to turn down applications for 6 children but all were able to access at least 2 other days each week. Yes brilliant variety Pools need to get fixed ASAP! Response from ASC Manager: The pools are now fixed, and ASC are back using it. It was very frustrating for us not to be able to offer that service for a few weeks due to a technical problem with the pool plant equipment but we are delighted that this has now been resolved. 					
<i>I feel that my child could access and enjoy most or all of the activities offered at After School Club</i>					
SD: 2	D: 0	UN: 0	A: 4	SA: 11	88.2%
<p>% Increase/Decrease from Previous Year: Down from 100% last year due to 2 answers of strongly disagree from parents who were unfortunately not able to be allocated all the sessions that they wanted due to strong excess demand for the ASC services in spring term. As with the summer club 2015 questionnaires this question may need to be reworded as it actually does not refer to ability to attain spaces but rather that the activities would be suitable for the students regardless of whether they attend them or not.</p> <p>Parent Comments:</p> <ul style="list-style-type: none"> All Yes but he's still young and loves running around And they are beneficial to health, development and wellbeing 					

<i>I feel that my child can access activities at ASC that they cannot access elsewhere</i>					
SD: 2	D: 0	UN: 0	A: 0	SA: 15	88.2%
<p>% Increase/Decrease from Previous Year: Up 2.5% from last year's score. The comments on the previous section also apply to this question too, as this question refers to the activities being 'exclusive' to our setting rather than the ability of families to attain spaces on every day.</p> <p>Parent Comments:</p> <ul style="list-style-type: none"> • She's with teachers she knows & trusts & great new facilities • Yes very comfortable in school environment • Comes from another school as this is the only local provision I could find 					
<i>ASC has been good value for money (£10 per session)</i>					
SD: 0	D: 0	UN: 1	A: 2	SA: 14	94.1%
<p>% Increase/Decrease from Previous Year: Increase of 8.4% from last year's score despite the price being increased from £8 to £10 since last year's questionnaire. I believe this does at least partially reflect the improvement in services that we have been able to offer with the amazing new facilities at our new school.</p>					
<i>I felt that my child was safe and well cared for at ASC</i>					
SD: 0	D: 0	UN: 0	A: 0	SA: 17	100%
<p>% Increase/Decrease from Previous Year: Remained at 100% from last year.</p> <p>Parent Comments:</p> <ul style="list-style-type: none"> • Very much so • Yes staff are welcoming and happy to talk to us • Yes also helped her development 					
<i>I felt the programmes and booking forms were clear and easy to use</i>					
SD: 0	D: 0	UN: 0	A: 1	SA: 16	100%
<p>% Increase/Decrease from Previous Year: Remained at 100% from last year.</p>					
<i>If I had a problem during the hours of ASC I knew who to talk to and how to contact them</i>					
SD: 0	D: 0	UN: 0	A: 0	SA: 17	100%
<p>% Increase/Decrease from Previous Year: Remained at 100% from last year despite us having to install a new landline contact system exclusively for ASC hours due to poor reception at the new school for the previous ASC mobile phone. This is pleasing that parents are happy that they still know how to get through to us.</p> <p>Parent Comments:</p> <ul style="list-style-type: none"> • Yes I have a contact telephone number • Yes and needed to! System works well. 					
<i>If I had any queries regarding ASC at other times I found communication easy and issues were promptly resolved</i>					
SD: 0	D: 0	UN: 0	A: 0	SA: 17	100%
<p>% Increase/Decrease from Previous Year: Remained at 100% from last year.</p>					
<i>I was happy with the feedback/information relayed at pick up times</i>					
SD: 0	D: 0	UN: 0	A: 0	SA: 17	100%
<p>% Increase/Decrease from Previous Year: Remained at 100% from last year.</p> <p>Parent Comments:</p> <ul style="list-style-type: none"> • Excellent Club! • Yes 					

Additional Parent/Carer comments from the Questionnaires:

- The Wednesday club cooking is very good for (child name removed) as he likes his (cooking) and he likes helping to prepare it
- After School club offers a variety of activities. My child enjoys coming and always seems to come out with a smile on his face. Rob always gives great feedback of how the sessions have gone. You are doing a brilliant job

- I know with the bigger school and more students spaces were tight but I feel maybe long standing students should have been given priority ie (student name removed) would have loves Thursday swimming but I wasn't given the chance to choose that over another day! **Response from ASC Manager:** This family was still given access to the three other days of ASC as the child attending did not need 1:1 support. Sadly due to excessive demand, 5 other students who needed higher support levels were restricted to only 2 days a week when also requesting 4 days a week. We do have to give balanced consideration to all booking forms submitted before the deadline regardless of how long each student has attended club as there a number of families new to the school who are also desperate for our very highly demanded service. In the spring term the Thursdays (swimming and sports) club was the most oversubscribed. This is why 6 students had to be denied spaces in favour of children requesting Thursdays who were only requesting 1 or 2 days a week.
- The relaxation club is lovely for (child name removed). She is very sleepy at the end of the day. I don't think she has tried the rebound therapy yet so will be glad to hear how she gets on as she likes the trampoline
- The four headings/themes for the club are not very relevant in application as our family did not really a choice in which days to go for. We were 'offered' the two days which were less popular. I am sure these days have lovely activities but these are not the days/activities we would have ideally chosen. One of the main challenges our boys face is access to the community. They are not able to do much of this based on their behaviour and available support. Portesbery School was chosen as the school for the boys because of these specific provision. The days, number of days and activities were assigned to us and accepted by us in desperation to our childcare situation. **Response from ASC Manager:** Please see the above comments from me and the comments to the next parent comment as I feel this covers the points raised by this parent.
- If we had a choice in which days, activities and even number of days, I could have commented on the five statements at the beginning. Unfortunately, we feel hugely let down in terms of days and activities our boys are allowed to access. For a family like ours, it's not about 'value for money' but about certain opportunities being available for children. ASC was amazing before relocation to the new school now. It isn't now. It will be a good idea for the council to invest more money to meet expanding need of the club and return it to its former glory. Nevermind lol. **Response from ASC Manager:** I do understand the disappointment caused when you were previously booked on for 4 days a week but in the spring term you were then restricted to 2 days. This was due to a huge increase in demand (when demand in the previous term was already very high). Thursdays were hugely oversubscribed and I had to allow access for students who were only requesting Thursdays or 2 days a week. I also had to deny you access to Fridays, while the least popular night, there are very limited number of staff available to work Fridays and demand was still over the safe limits that we could manage that day. Nearly all of the children requesting Fridays only request Fridays or Fridays and one other day so they had to be prioritised as I was able to fulfil your other requested days. *****We are pushing for increased funding from Surrey Short Breaks, and have been for some time, but they do not currently have any more money coming to them from Surrey County Council to be able to increase our provision. So sadly until we can secure more funding it is likely that for the foreseeable future while demand remains very high – and it will likely do so as we are still to open new classes – that most families will not be guaranteed any more than 2 days a week unless their child requires exceptionally low levels of supervision.*****
- Thank you Rob and the team for your great work
- My son only started this year but it is an extremely fun and a much needed service dedicated staff provide
- New to ASC but can't thank them enough. My child attends another school with 1:1 support during the day. This need for high level support rules out after school clubs and activities elsewhere. As a family we desperately needed after school options to balance sibling needs.