

Summer Club 2015: Parent Questionnaire Analysis

44 questionnaires were sent out, 18 were returned (40.9% return rate). In absolute terms this was a small increase in replies, but a relative fall of over 10% due to an increase in the number of children accessing the Summer Club scheme. Additionally the questionnaires this year were sent out in September through the home school books/post instead of being handed out on each child's last day of attendance at Summer Club.

SD: Strongly Disagree, D: Disagree, UN: Unsure, A: Agree, SA: Strongly Agree					% Agree/Strongly Agree
<i>The Summer Club service has been useful for my family</i>					
SD: 0	D: 0	UN: 1	A: 5	SA: 12	94.4%
Analysis: a drop of 5.6% from last year's rating of 100% due to one score of unsure.					
<i>I feel that my child enjoyed coming to summer club</i>					
SD: 0	D: 0	UN: 0	A: 5	SA: 13	100%
Analysis: the score remains the same as last year. Parental comments relating to the above question: <ul style="list-style-type: none"> (Child's name removed) loved it 					
<i>I feel that the range of activities at summer club was good</i>					
SD: 0	D: 0	UN: 0	A: 3	SA: 15	100%
Analysis: the score remains the same as last year. Parental comments relating to the above question: <ul style="list-style-type: none"> Fantastic 					
<i>I feel that my child could access and enjoy most or all of the activities offered at summer club</i>					
SD: 0	D: 0	UN: 2	A: 4	SA: 12	88.9%*
Analysis: a drop of 11.1% from last year's score of 100% due to 2 scores of unsure. This does not need to be a concern as the scores for all children's enjoyment and happiness/safety both remain at 100%. *If the one score of unsure is removed (due to the reasoning below in the purple response) then the score increases to 94.1%. Parental comments relating to the above question: <ul style="list-style-type: none"> I asked for 4 days but was only given 2. COMMENT FROM SUMMER CLUB MANAGER: I will rephrase this question in next year's questionnaire as this comment and score (UN) reflect one parent's feelings about allocation of spaces but the question was actually asking about the students' ability to be able to do the activities and whether they were appropriate for the range of students we have at the school 					
<i>I feel that my child can access activities at summer club that they cannot access elsewhere</i>					
SD: 0	D: 0	UN: 2	A: 5	SA: 10	88.2%
Analysis: a drop 5.1% from last year, but as with the above question, this does need to be a concern due to the 100% scores for student enjoyment, happiness and safety. Parental comments relating to the above question: <ul style="list-style-type: none"> Not really appropriate to answer (comment from one parent who did not leave a score for this question) 					
<i>Summer Club has been good value for money</i>					
SD: 0	D: 0	UN: 0	A: 6	SA: 12	100%
Analysis: the score remains at 100% from last year, despite the cost of our days being increased by £5 (for both the regular and extended days), which confirms that our rates remain reasonable and competitive with similar schemes in the area.					
<i>I felt that my child was safe and happy at Summer Club</i>					
SD: 0	D: 0	UN: 0	A: 4	SA: 14	100%
Analysis: the score remains at 100% from last year.					
<i>I felt the event programme and booking forms were clear and easy to fill in</i>					
SD: 0	D: 0	UN: 1	A: 3	SA: 14	94.4%
Analysis: a drop of 5.6% from last year's score of 100% due to one score of unsure. It has been noticed that the addition of sibling days booking columns caused confusion for some parents when filling the forms in. Next year's forms will be structured slightly differently due to planned changes in the way we offer sibling inclusion in summer club, in turn due to the expected levels of demand we may face (this year no sibling spaces were offered despite significant interest, this was in order to maximise the number of student spaces we could offer).					
<i>I found the booking and waiting list system fair and effective (please note that this year we had just over 400 requested bookings compared to a capacity of around 225. This meant that the vast majority of families were allocated between 50-60% of their initial request. Also please note that the offer of waiting</i>					

<i>list spaces does depend on cancellations or more staff becoming available)</i>					
SD: 0	D: 2	UN: 1	A: 3	SA: 12	83.3%
<p>Analysis: this question was not included on last year's questionnaire so there is no score to compare with. This is the lowest scoring area on this year's summer club. This is most likely due to the disappointment some families felt when we were faced with extraordinary demand and were unable to offer as many spaces to each individual family. If in the future demand remains the same – and as the new school expands it more than likely will – this situation can only improve if we secure more funding to extend our staffing budge. Otherwise competition for spaces will only get tougher.</p> <p>Parental comments relating to the above question:</p> <ul style="list-style-type: none"> I only asked for 4 days – got 2. COMMENT FROM SUMMER CLUB MANAGER: Sadly, as also explained below in the more general comments section, due to a huge increase in demand this year we were unable to grant the majority of people more than 50-60% of their initial request. It should be noted that this parent was offered one more space from the waiting list during summer club but they had already made alternative arrangements. When spaces from the waiting list became available they were offered in priority order to the students who had the lowest booking to waiting list ratio and if students were tied in that percentage the space was offered to the student with the lowest overall number of days already confirmed. COMMENT FROM SUMMER CLUB MANAGER: One parent who answered disagree to this question actually only requested 2 sessions and was allocated them both, so I am unsure as to why this score was given. 					
<i>If I had a problem during Summer Club I knew who to talk to and how to contact them</i>					
SD: 0	D: 1	UN: 0	A: 3	SA: 14	94.4%
<p>Analysis: a 6.9% increase in the score from last year, despite no change in the way we provide contact details (please see purple response below). This is possibly due to last year's summer club being the first one run by the new summer club manager, so since last year some parents may just have become more aware of who the summer club manager is and how to make contact.</p> <p>Parental comments relating to the above question:</p> <ul style="list-style-type: none"> COMMENT FROM SUMMER CLUB MANAGER: We have received some negative scores for this question for the last two years, however, it should be stressed that the mobile phone number and/or email address for the summer club manager are provided on the booking forms and programmes (parents get a copy of the booking form to keep), displayed on the parent noticeboard at the drop off point, provided on the main school line answer phone and the school website (ASC section). These details can also be requested from any member of staff at drop off/collection time. These are also the same contact number and email address used for after school club. 					
<i>I was happy with the feedback and information relayed at drop off and pick up times</i>					
SD: 0	D: 0	UN: 2	A: 3	SA: 13	88.9%
<p>Analysis: a drop of 4.4% from last year. Drop off and pick up times are quite hectic sometimes due to lots of parents arriving at the same time and dropping off/collecting from a very small entrance area. Our ability to discuss the day and to display information may be improved next year due to the move to the new school with bigger facilities. I will be considering how we handle information about the day for parents, and whether staff 1:1s need to take a much stronger role in this.</p>					

Parent comments from the Questionnaires – What did you feel we did well?

- Including all the students in everything. Working hard with children that did not go to the school
- It was the best summer play scheme programme that (child's name removed) has ever attended. Lots of stimulating activities. Thanks!
- All the staff were amazing, well organised and all needs catered for
- Check in when dropping off
- Everything! (Child name removed) was excited every day
- Making (child name removed) feel included
- The long days are excellent
- Wonderful as always. Sorry (child's name removed) was a bit of a handful! **COMMENT FROM SUMMER CLUB MANAGER:** There is never any need to apologise for your child's behaviour. At Portesbery and at summer club we understand that is the nature of some of our students to occasionally exhibit challenging behaviour. We are committed to supporting all our students at summer club and we always take great care to minimise the chances of any challenging behaviour so that the child can get the most out of their day. Your child was a joy to have at summer club and we looking forward to seeing them again next year and making lots more fun memories.
- Communication/facebook (loved seeing the photos)
- We had much needed bonding time with our other kids. My son loved all the outings
- All activities (especially take out to trips)
- Keeping (child's name removed) happy

- Such a brilliant club once more. Fantastic range of activities, enjoyed by everyone if the photos are anything to go by. Well done to all
- The photos on facebook were fantastic. **COMMENT FROM SUMMER CLUB MANAGER:** This is a comment echoed by many parents in the questionnaires, on facebook itself and in person during summer club. We love sharing these memories with everyone and we feel it allows the children who can't go home and talk about their day to show that what they did and that they had fun joining in with their friends.
- (Child's name removed) enjoyed his time at summer club and we'd like details about next year when available. Thanks
- Seemed organised

Parent comments from the Questionnaires – What can we improve on?

- I was shocked to discover my child was 2:1 for swimming (2 non-swimmers). I found this hard to understand – I understand staffing is difficult but I would prefer my child not to go swimming than not be properly supported. **COMMENT FROM SUMMER CLUB MANAGER:** Each child was allocated a member of staff depending on their ability in the water and other needs. Each child needing armbands etc were also provided with these. I do feel that the supervision levels in the pool were very adequate. Unfortunately on the day we had one student exhibiting challenging behaviour who had to be removed from Coral Reef with their 1:1 and an extra member of staff. Although the staffing levels for the students remaining were slightly affected it was not deemed by myself or by the remaining staff in the pool to be unsafe. The two children placed together with one member of staff played together well and were not a worry for their member of staff at all. It should be noted however that the parent who made this comment also answered positively to every question including strongly agree to the safe and happy question.
- You just need more people so we can have more days! Easier said than done I know! **COMMENT FROM SUMMER CLUB MANAGER:** I wish that we could have offered everyone more days but sadly our staffing budget and the capacity of our minibuses for outings limits us to so many staff and students per day. Due to the huge increase in demand for summer club spaces this year we were just not able to offer everyone as much as they would have liked.
- The weather! **COMMENT FROM SUMMER CLUB MANAGER:** I will work on it for next year! 😊
- It would be better to confirm the dates earlier to give more time to plan alternatives. **COMMENT FROM SUMMER CLUB MANAGER:** Unfortunately we are not able to confirm spaces any quicker than we already do. Many of our staff who work at summer club are not sure of their availability until the summer term due to their own family commitments and holiday plans, and as such we cannot offer spaces to families until we have a definite idea of how many staff are available. Additionally, summer club is booked in the first half of the summer term, and the previous half term is the booking period for the summer term after school club spaces.
- Nothing!
- More trip to take somewhere else
- There was one parent comment regarding a singular incident of personal care. This matter was discussed over the phone before the issuing of the questionnaires and steps agreed for next year's summer club to ensure that the child's personal care is managed to the parent's satisfaction. Therefore the explicit details of the comment have not been mentioned on this document.

Additional parent comments from questionnaires, letters/cards and the school facebook page:

- Looks like you all had lots of fun
- Looks like a lot of fun
- Great photos looks like they had a fab day!
- Ahhh, love this one, how cheeky are they looking!!!!
- Fab photos looks like a lot of fun
- Looks like the boys are enjoying that!
- Despite the awful weather fun times 😊 x
- Love seeing them all so happy, you'd never know the weather was rubbish!
- Fab and (child name removed) said he saw a dinosaur!!!

- All still smiling xxx
- (child name removed) wearing that rain mac made us laugh. Well done to Rob and all the staff for giving the children a great day out despite the weather.
- Looks fab so glad (child name removed) was able to go today (AEROBILITY). Thank you Rob and team
- Oh bless she is concentrating hard!
- Ah love this one, gorgeous happy smiley face xxx
- (child name removed) had an amazing day!!!! Thanks guys xxxxxx
- Thank you, the boys had a great day.xx
- A fun noisy day! Smiles all round!
- Lovely photos again xxc
- A fun day lots of eating going on!
- Another good day at Summer Club
- What lovely photos, looked like you had fun. Thank you Portesbery Summer Club for the time (child name removed) has spent with you, she's struggled this year and you have all been fantastic, with (child name removed) and all the other children fortunate to be part of such a great school. Enjoy the rest of your summer holls everyone xxx
- Aww lots of fun had by all. X
- Must have been good If (child name removed) fell asleep on the way home. Hope you all have a great rest of the summer holidays x
- Yet again great photos!!!! (child name removed) had a great day xxxxx
- Fabulous photos,. such happy smiley faces, as always xxx
- So much fun by looks of things - love all the happy faces :-))
- Looks like (child name removed) had a great time today
- Another fab day by the happy pictures. A big thank you to Rob and all the staff that have helped make summer club happen not sure what I would have done without the few days my beautiful little girl has attended. It's a huge help. Well done all of you xx
- Thank you To Rob and the team for another fantastic day and end to summer club 2015. (Child name removed) has thoroughly enjoyed each and every activity and if all the happy faces are anything to go by , so has everybody else. Great ideas again this year - well done everyone and huge thanks :-))))).Xxx
- "Thank you" Rob and team for another great Summer Club I know (child name removed) has loved all the days he's done, as have all the others going by all the smiles in the wonderful photos posted each day. Hope you all have a very well deserved break now.
- Well done to Rob and his team for a great summer club. (Child name removed) loved his time there and thank you for giving the children such great experiences
- Thanks to you rob for letting (child name removed) be a part of it.he had so much fun x
- I said it last year. You teachers do not know how important you all are for children like ours. I know (child name removed) has loved spending time with you all and doing some super fun activities (which next year I would love to do too). So from (child name removed) and myself THANK YOU ALL SO MUCH xxxx
- Just wanted to say a big thank you to Rob and all involved in this year's Summer Club. You've all done another great job and I know our kids have had great fun attending.