

Summer Club 2019: Parent Questionnaire Analysis

54 questionnaires were sent out, 19 were returned (35.2% return rate). This was a small decrease on last year when 19 of 48 (39.6%) questionnaires were returned. **Please note: all comments have been anonymised by removing student names.**

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: 0	A: 2	SA: 17	100%
Analysis: maintained score from previous year at 100%. Parental comments relating to the above question: <ul style="list-style-type: none"> Gave (child name) a happy day with his friends. (Child name) has enjoyed. Definitely!! 					
<i>I feel that my child enjoyed coming to summer club</i>					
SD: 0	D: 0	UN: 0	A: 3	SA: 16	100%
Analysis: maintained score from previous year at 100%. Parental comments relating to the above question: <ul style="list-style-type: none"> Loved it, very happy It can be tricky to tell but (child name) was happy, calm & content. (Child name) loves summer club Absolutely! 					
<i>I feel that the range of activities at summer club was strong</i>					
SD: 0	D: 0	UN: 0	A: 4	SA: 15	100%
Analysis: maintained score from previous year at 100%. Parental comments relating to the above question: <ul style="list-style-type: none"> Excellent choice – my daughter would love to join! Haha! 					
<i>I feel that my child can access most or all of the activities offered at summer club</i>					
SD: 0	D: 0	UN: 0	A: 4	SA: 15	100%
Analysis: increase in score from previous year at 89.5%.					
<i>I feel that my child can access activities at summer club that they cannot access elsewhere</i>					
SD: 0	D: 1	UN: 0	A: 3	SA: 15	94.7%
Analysis: small increase in score from previous year at 94.4%.					
<i>I felt Summer Club has been good value for money</i>					
SD: 0	D: 0	UN: 0	A: 1	SA: 17	100%
Analysis: maintained score from previous year at 100%. PLEASE NOTE: one parent did not answer this question, and left comment labelled *** below. Parental comments relating to the above question: <ul style="list-style-type: none"> Good value with lots of care given. N/a, used pupil premium. *** Definitely! 					
<i>I felt that my child was safe, happy and well looked after at Summer Club</i>					
SD: 0	D: 0	UN: 0	A: 1	SA: 18	100%
Analysis: maintained score from previous year at 100%. Parental comments relating to the above question: <ul style="list-style-type: none"> Very well looked after Yes! 					
<i>I felt the event programme and booking forms were clear and easy to fill in</i>					
SD: 0	D: 0	UN: 0	A: 3	SA: 16	100%
Analysis: small improvement in score from previous year at 94.7%. Parental comments relating to the above question: <ul style="list-style-type: none"> Super easy! 					
<i>I found the booking and waiting list system fair and effective (please note that on average, parents around one third of their initial request. When we had cancellations/more staff become available spaces were prioritised to the people with the lowest booking % of their initial request)</i>					

SD: 0	D: 0	UN: 2	A: 4	SA: 13	89.5%
Analysis: large increase in score from previous year at 72.2%, despite initial allocations being at a lower % level than last year.					
Parental comments relating to the above question:					
<ul style="list-style-type: none"> • Yes • The system is fair – just would love more days. 					
<i>If I had a problem during Summer Club I knew who to talk to and how to contact them</i>					
SD: 0	D: 0	UN: 1	A: 4	SA: 14	94.7%
Analysis: small decrease score from previous year at 100%. PLEASE NOTE: the parent who answered unsure also left the comment below labelled (*).					
Parental comments relating to the above question:					
<ul style="list-style-type: none"> • *Initially no – but now I know. 					
<i>I was happy with the feedback and information relayed at drop off and pick up times</i>					
SD: 0	D: 1	UN: 0	A: 4	SA: 14	94.7%
Analysis: small increase in score from previous year at 89.5%. PLEASE NOTE: the parent who answered disagree also left the comment labelled (**) on the 'what can we improve on' section of the comments below.					

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

- Everything 😊
- Very well organised
- Well organised, good activities, well looked after, lots of stuff for children, very friendly, happy atmosphere.
- Big thanks to Rob or all the support. It was great to join in this year with the family fun day which (child name)'s 2 brothers really enjoyed.
- Once again in mine and (child name)'s opinions s/club was again very successful
- Great choice of activities. (Child name) was well cared for & had fun.
- Dropping off and most of the activities offered.
- Uploading to FB each day so that parents can see how they get on + what they did.
- Very well put together, good variety of outings.
- Settled (child name) well, as he was initially upset. Helped him to engage & enjoy his time at summer club.
- What an amazing summer of events!
- Everything
- Variety of activities and (child name) was very happy and tired every day, you all cope well with hot dates.
- Everything.

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

- Nothing!!!
- Be clearer on the drop off times, as it says to arrive twenty minutes before the start time which we did but doors did not open till start time so was a lot of waiting around.
- On form have 2 photocopies on last page so parents can have all the details on 2nd/3rd week on page to keep and one to hand in.
- I need to get Emma, Chris and Jeannette to do two days each so I can have more rest ha ha! Or bribe them.
- **Feedback at pick up times was not good, staff not very communicative unless they knew me (mum) and (child name) well.
- Nothing, you are all amazing.
- Allocation on more dates.
- Nothing – just more days please! 😊

Additional parent comments from questionnaires and the school Facebook page:

- Just brilliant, it is a lifeline in the long summer holidays.
- **Re SLEEPOVER:** Thankyou so much Rob and co ... (child name) has had an amazing day/night he loved every minute xx

- **Re SLEEPOVER:** Thankyou everyone, you're amazing. We watched a film - without interruptions
- Well done Rob and all the staff, you are all amazing to give our children the chance to do this and I am sure some very grateful parents for giving us a day here and there off! Xx
- Massive thanks Rob and everyone who works so hard. (Child name) has loved his summer club sessions xx
- Well done to you all we all appreciate you having this summer club
- **Re COMPANION CYCLING:** Looks like (child name) had great fun x
- **Re BOSCOMBE BEACH:** what fabulous photos, looks like the children had an amazing time!
- **Re MILLERS ARK FARM:** Looks a fab day and great piccies. You took some lovely ones of my little poppet! X
- **Re HARRY POTTER STUDIOS/SLEEPOVER:** Thank you all, (child name) has a fab time
- **Re MARWELL ZOO:** Looks like an amazing day. Thank you for giving them a lovely day.... wish I put his name down for more now. Will definitely look into doing more next year
- **Re MANE CHANCE SANCTUARY:** They all looked like they enjoyed themselves. (Child name) most definitely loved the trip x
- **Re MANE CHANCE SANCTUARY:** Looks fab! they all looked like they had a great time 😊xx

Comments/Suggestions from the Extended Services Manager:

1. The arrival/drop off time for all sessions (either 9am or 10am) are printed on both the programme and the booking confirmation forms. This year we trialled a policy whereby if a child does not arrive within twenty minutes of the stated start time (i.e. by either 9:20am or 10:20am) then we will try to contact the parents. The policy states that if no contact is made by 45 minutes into the session, or if there is contact but the child is running significantly late on an outing day then the group will have to leave without any children yet to arrive in order to preserve the session for the children who arrived on time. Any missed sessions through late arrival would not be refunded.
2. Staff training on complex health needs has been reviewed prior to these questionnaires being received, and we are hoping to have more staff trained on a variety of medical support needs ahead of Summer Club 2020.