

Summer Club 2019: Staff Questionnaire Analysis

32 questionnaires sent out and asked to be returned anonymously to ensure constructive and honest evaluation, 13 were returned. This was a 40.6% return rate, which is a little lower than 2018 (48%).

SD: Strongly Disagree, D: Disagree, UN: Unsure, A: Agree, SA: Strongly Agree					% Agree/Strongly Agree
<i>I enjoyed working at Summer Club this year</i>					
SD: 0	D: 0	UN: 1	A: 2	SA: 10	92.3%
Analysis: small increase from the previous year's score (91.7%). Comments: <ul style="list-style-type: none"> Fun activities, every day was different. Great atmosphere 					
<i>I feel like the working hours are good and rate of pay are fair</i>					
SD: 0	D: 0	UN: 1	A: 3	SA: 9	92.3%
Analysis: small decrease from the previous year's score (100%).					
<i>I felt supported in working with our students and knew who to talk to when I was unsure of how to work with a particular child</i>					
SD: 0	D: 1	UN: 1	A: 5	SA: 5	83.3%
Analysis: maintained from the previous year's score (83.3%). PLEASE NOTE: 1 staff member did not answer this question and left the comment labelled (***) below. Comments: <ul style="list-style-type: none"> Not all staff supported one another. All staff phone numbers would be useful Only with (child name removed). *** N/a The day I had (child name removed), I don't know him at all and no one was around. 					
<i>I felt supported when dealing with challenging behaviour</i>					
SD: 0	D: 1	UN: 1	A: 1	SA: 9	83.3%
Analysis: maintained from the previous year's score (83.3%). PLEASE NOTE: 1 staff member did not answer this question and left the comment labelled (*) below. Comments: <ul style="list-style-type: none"> Not always possible when out * N/a 					
<i>I feel the range of activities for our students was diverse and appropriate for our students</i>					
SD: 0	D: 0	UN: 2	A: 3	SA: 7	83.3%
Analysis: maintained from the previous year's score (83.3%). PLEASE NOTE: 1 staff member did not answer this question and left the comment labelled (**) below. Comments: <ul style="list-style-type: none"> ** Only did 1 day There were some students on some trips that weren't right for them. 					
<i>I think that any of our students could access and enjoy most or all of the activities on offer at Summer Club</i>					
SD: 0	D: 0	UN: 2	A: 4	SA: 7	84.6%
Analysis: small decrease from the previous year's score (91.7%). Comments: <ul style="list-style-type: none"> Unknown – on Millers Ark Day 					
<i>The students were safe and happy at Summer Club</i>					
SD: 0	D: 0	UN: 1	A: 2	SA: 10	92.3%
Analysis: small decrease from the previous year's score (100%).					
<i>I felt that the activities and days at Summer Club were well organised</i>					
SD: 0	D: 0	UN: 1	A: 2	SA: 10	92.3%
Analysis: small increase from the previous year's score (91.7%). Comments: <ul style="list-style-type: none"> Well done 					
<i>I knew what my role at Summer Club was and what was expected of me</i>					
SD: 0	D: 1	UN: 0	A: 1	SA: 11	92.3%

Analysis: small decrease from the previous year's score (100%).					
<i>When issues arose I felt able to handle them or how to seek help</i>					
SD: 0	D: 0	UN: 1	A: 1	SA: 10	91.7%
Analysis: maintained from the previous year's score (91.7%). PLEASE NOTE: 1 staff member did not answer this question.					
<i>I felt that I worked with a variety of students and that the different 1:1s were allocated fairly over the whole of Summer Club</i>					
SD: 0	D: 0	UN: 1	A: 1	SA: 10	91.7%
Analysis: small increase from the previous year's score (83.3%). PLEASE NOTE: 1 staff member did not answer this question.					

Staff Comments from the questionnaires:

- I have really enjoyed doing summer club and looking forward to the next one 😊
- I think next year training needs to happen a lot sooner so staff can organise cover or time out of class. I also think some staff who do not work in classes of o not use a lot of M+H could do use a M+H refresher because I know I witnessed a lot of bad practice. Complaints box! I think there was a lot of staff complaining about other staff but I think I was the only one that came to you about it. Maybe a 'suggestion box' for staff to put suggestions or complaints into if they do not want to be seen as being a 'snitch' or whatever. I seen a lot of things I knew I was not happy with.

Staff Comments from the questionnaires – what did you feel we did well?

- The locations, the variety.
- Only worked 1 shift
- Kept all children safe and happy
- Good organisation
- Staff all knew what they are doing
- Rob is super organised, 1:1s were allocated very fairly
- Amount of support for students who needed it
- Excellent day out
- Signing all the children in. Variety of the day.
- I just did 1 day, so for me everything went well
- I only did 3 days but felt it was organised and everyone knew what was expected.
- Bake off! Go Hogberries! I got trained up!

Staff Comments from the questionnaires – what can we improve on?

- Maybe having Rob without a child, that way if you need help there is always a person free to assist.
- Maybe a 'swim ID card' detailing swimming aids, ability – changing details, pads
- Have a list of children that can come in last minute when others have cancelled or NOT! at last minute as it was a shame that staff had to be sent home.
- Don't put clamps into the bus floor before loading wheelchairs – we had to move them to put chairs in which took extra time
- N/a
- Signing in. Once children are signed in we should have activities or games, sometimes we were stuck in the dining room for an hour with the kids climbing the walls! We also need to be hot on M+H and if unsure ask!

Staff Comments from the questionnaires – what activities do you feel the students for the most out of?

- Camp Mohawk, swimming
- Enjoyed an outside activity
- Swimming, day trips – camp Mohawk, marwell zoo
- Swimming
- Hydro pool, days out, water fight
- Unsure as only attended some days
- N/a

- Millers Ark – meeting the animals
- N/a
- Beach, Harry Potter but next time walk around slower to do the green screens! They were good fun! Camp Mohawk but don't put wheelchairs in sensory room all day. (Child name) loved the music garden.

Staff Comments from the questionnaires – are there any activities you felt didn't work?

Why was this?

- Maybe Rob could not have a key child and be able to cover others for incidents and feeds
- N/a
- Some places not suitable for all children
- No
- N/a
- Water play for children in wheelchairs (water fight)
- N/a
- Ponies....not much to do. My child didn't want to be there.

Comments/Suggestions from the Extended Services Manager:

1. Medical training has already been reviewed for next year and will be a lot more rigorous, well timed and hopefully offered out to a wider range of staff.
2. Staff should be professional at all times and not gossip/complain about others during work hours. An anonymous complaints box would perhaps not be the best addition to the whistleblowing policy as complaints may need to be followed up with the person who made it for clarification/further details. I am always approachable before/after sessions, or message me via email or contact me over the phone. No staff member should keep concerns relating to a colleague's conduct/practice with the children to themselves and not discuss them with other staff. All concerns raised would be handled diplomatically and confidentially so that the whistle-blower is not identifiable. All concerns should be raised as soon as possible to ensure the best levels of care are provided at all times. If you see a colleague struggling with moving and handling or behaviour management and feel comfortable offering them support/assistance then please do so, otherwise come and see me so that I can monitor situations that I may not have spotted myself. It is not 'snitching' but our duty of care to the children to make sure I am aware when standards are perhaps not being met. If issues spotted go beyond the 'usual' level of concern then the whistleblowing policy and contact numbers posted around school are still valid as well but this may not lead to a quick handling of a basic slip up in M+H or behaviour management by the time the member of staff is next in.
3. PSPBs, PEEPs, Manual handling care plans etc are available to read with the student passports in morning briefing. Epilepsy care plans and other medical documents are also available to read in the mornings.
4. Unfortunately at the moment due to our funding/budget structure I have to have a 1:1 or 2 non 1:1s to look after to help the scheme deliver our attendance targets. This might not be necessary if enough staff agreed to work over the scheme as a whole but as it stood this year we only just hit the lower limit (i.e. the bare minimum) level of attendance with my 1:1s included. If I had not have done this the scheme would have failed to hit its targets and we could have lost funding. We are highly staffed in general though – on a fully staffed day it would be myself, 10 playworkers and around 15 children – a high enough ratio that we should be able to support each other effectively. I am intending to review and restructure the staffing side of summer club but this will not take effect if my changes are taken up and funded by Surrey Short Breaks from Summer Club 2021 onwards as

this is when our funding cycle is due for renewal. Part of this planned restructure will be to have a half hour morning briefing each day in order to allow staff more time to read care plans etc and to ask for advice on working with particular children.

5. We do have a waiting list for each day of summer club and on many occasions extra children were booked in. On one day due to multiple cancellations and children not turn up without warning unfortunately I could not fill all spaces. Staff were asked to volunteer for a name out of the hat to go home (unpaid for rest of shift) and there was more than one person happy to put their name in the hat.
6. We keep children out of the way of the hub area ASAP in order to keep that area calm for students still arriving as some find it stressful. The wait can be a little long at times but we should be using this time to put orange t-shirts on children, checking their toileting needs have been met before departure for outings, checking their bags for all appropriate kit, applying sun cream etc. If there is still time after this then staff can get toys out of the cupboard in the dining hall, or come and see me in the hub if you need things for your children to do.
7. The wheelchair users – please refer to them as this and not as ‘wheelchairs’ – were allocated a time slot for the sensory room at Camp Mohawk that should have only lasted for one hour. Staff responsible for these children should be sure to speak up/seek other activities if you feel other things are not working.