



Friday 4th May 2018

Dear Parents/Carers,

Thank you for taking the time to complete our recent X Club Survey. We had 43 parents/carers taking part. The full results of the survey can be found on our school website.

The survey highlighted the following key strengths:

- 40 parents strongly agreed/agreed that their child is safe in the club.
- 39 parents strongly agreed/agreed that their child enjoys going to the club.
- 41 parents strongly agreed/agreed that the club staff are friendly and approachable.

There were some lovely comments, such as:

'My daughter settled well into the club because of the very caring staff and for the fact it is based in school'.

'The booking system is great and the opening and closing hours are good'.

'The club has a wonderful atmosphere'.

'I feel the children are safe. I have always felt my child is well looked after. All the children look happy when I attend to collect my child'.

'The continuity of care is very good – it is based on site, with regular staff who get to know the children well. Having reception go over to the nursery building is a great way to introduce them to after school club without being overwhelmed'.

'I think it's a fabulous offering to have the breakfast club and after school club at the school and would like to thank everyone involved who works so hard to look after my child'.

The survey also highlighted some areas that we could do better at:

- 6 parents disagreed/strongly disagreed that there is a good range of activities that my child finds interesting and fun.
- 10 parents disagreed/strongly disagreed that the club provides a good quality evening snack.
- 6 parents disagreed/strongly disagreed that the staff communicate well with parents/carers.
- 14 parents disagreed/strongly disagreed that the online booking system was easy to use.



There were also some re-occurring key issues that came up in the comments:

'I feel like I don't know what my child does while he's at X Club so perhaps communication with parents could be improved. Healthier breakfast and X Club snacks could/should be offered'.

'I would like to know more about the activities the club offer and who is who in terms of staff, their roles and training. Although I am sure she is safe at the Club this would give me added reassurance'.

'Offer a better range of activities in the after school club'.

'Paying so far in advance is difficult'.

Future Improvements

We are continually looking at ways to improve the club, and welcome these comments.

We are constantly reviewing and monitoring the range of activities on offer. We are currently in the process of completing a pupil survey to ask what activities the children would like to see at the club, and have allocated extra funds to improve resources. We will also continue to work with our X Club Team to continue to plan a range of exciting activities.

We acknowledge that some parents would like to see a healthier range of snacks and we are in the process of working with our cook to develop and improve the menu. Any suggestions would be welcome!

We are also aware that some parents would like to see improved communication between home and the Club, particularly with regards to what activities the children have done or can have access to. We are going to introduce a half termly Club/ Holiday Club newsletter which will outline provision for the following half term. We are also going to create a Club communication board in the school hall, which will outline staff roles and qualifications as well as enable parents to view food menus and Club planning. This information will also be available on our school website.

We are aware that there can be a wait if your child needs to be collected from Nursery. However collection arrangements have been discussed at length by the Governing Body, and for safeguarding reasons this system will remain in place.

The Scopy booking system is new, and does require some time to iron out any teething problems. However, I do want to reassure parents that there is no need to pay so far in advance for a Club place and a separate letter has been sent home with further information about the payment and booking system.



We are delighted to announce that prices for X Club provision will be staying the same for next year.

The two week booking and cancellation deadline will be reduced to one week from 8th May.

Bookings for Holiday Club may now be made 10 days beforehand, instead of two weeks. After this deadline, parents can still apply for a holiday club place by emailing the X Club. Of course, places after the deadline cannot be guaranteed.

We are in the process of producing a brand new X Club Parent Handbook, which will be available before the end of this half term. The Handbook will contain information about a range of X Club related topics from staffing qualifications and provision to revamped menus and Holiday Club activities.

Having reviewed provision I would also like to draw your attention to the following:

Overall Provision

Leah McCartney is the overall Manager of the Extended Services – Breakfast, After School and Holiday Club.

Breakfast Club

- For safeguarding reasons, parents are still required to come into school or nursery and sign in the Breakfast Club register.
- All children (including Templemoor children) should leave their belongings in the hall, using the coat pegs, and not go into the corridor or individual classrooms.
- We are in the process of recruiting a Deputy Breakfast Club Manager who will be responsible for the day to day running of the Club. Ashleigh Simpson is currently acting Deputy Manager until we have successfully recruited for this position.

After School

- Samantha Bradburn is the Deputy Manager of the After School Club who is responsible for the day to day running of the Club.
- For safeguarding reasons, when parents are collecting their children from after school club, they should remain in the hall and not go into the corridor or classrooms.
- For Moorlands parents, if your child is absent from school or if your collection arrangements have changed e.g. your child is going to a friend's house for tea and will not be attending the Club, you must inform the X Club that your child will not need collecting to avoid any unnecessary delay.



- If your child attends an after school activity at Moorlands, you must let X Club know the exact details e.g. which classroom, finishing time etc. If your child has stopped attending a club, you must inform the X Club immediately.

Late Collection

There has been an increase in the number of parents who are late in picking up their children from the Club. I would like to remind all parents that the Club closes at 6pm and that late pickups are not permitted. It is not fair on the children, who have to wait behind when all of the other children have gone home, or the staff, who have their own families at home waiting for them. The Governors have agreed to bring in a tiered fine system for late collection. This will start immediately and consist of the following structure for each academic year:

Number of times late	Late Collection Fee (per child)		
	6pm – 6:15pm	6:15pm – 6:30pm	6:30pm onwards
1	£10	£15	£20
2	£20	£25	£30
3	£30	£35	£40
4	£40	£45	£50
5	Withdrawal of the X Club place for the academic year		

Thank you for your understanding and for working with us to ensure that our extended services provision continues to improve and meets the needs of our children.

Yours sincerely,



Mr S Hodgson
Headteacher