

Parents and Carers X Club Survey – Spring Term 2018

Your Views Count!

This document presents the results of our Annual Survey of Parent/Carer views about our Extended Services provision. The Survey was carried out in March and April 2018. This survey along with the other small surveys we carry out from time to time will help to shape the on-going development of the service.

In total we had 43 responses.

Year Group	Number of Children
Nursery	6
Reception	11
Year 1	10
Year 2	10
Year 3	4
Year 4	6
Year 5	4
Year 6	1
Total number of children	52 children

Why do parents choose to send their children to the X Club	Number of Responses
It allows my child to stay in one place/ linked to school	37
The opening/closing times	21
Because I have no alternative	15
My child's friends attend the club	14
My child wants to go	12
Cost	9
The staff	7
The quality of provision	6
The range of activities and resources	4
Convenience	3
The food	2

Thank you to all the parents and carers who completed the survey.

		Strongly Agree/ Agree	Disagree/Strongly Disagree	Don't know
1	My child enjoys going to the X Club	39	4	0
2	My child is safe at the X Club	40	0	3
3	My child is well looked after at the X Club	37	1	5
4	There are a good range of activities that my child finds interesting and fun	29	6	8
5	The club sets high standards of behaviour	23	2	18
	The club provides good quality food (breakfast)	20	3	6
6	The club provides good quality food (evening snack)	19	10	9
7	Staff are friendly and approachable	41	2	0
8	Staff interact effectively and enthusiastically with my child	35	2	6
9	Staff communicate well with parents/carers and listen to us	34	6	3
10	The club is well organised	35	4	4
11	The club is well led and managed	31	3	9
12	The club provides good value for money	37	4	2
13	I find the online booking system easy to use	23	14	6
14	I would recommend the X Club to a prospective parent	36	4	3
15	How satisfied are you with the provision overall? Breakfast Club	Very satisfied: 8 Quite satisfied: 15 Neither satisfied or dissatisfied: 4 Quite Dissatisfied: 0 Very dissatisfied: 0 Not applicable: 14		
16	How satisfied are you with the provision	Very satisfied: 14 Quite satisfied: 19		

	overall? After School Club	Neither satisfied or dissatisfied: 4 Quite Dissatisfied: 2 Very dissatisfied: 1 Not applicable: 0
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Your POSITIVE comments:

Enthusiastic staff who engage well with the children.

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.

Staff are friendly and approachable.

Amazing, caring staff, wonderful atmosphere, safety.

Safe, on site, reasonably priced, carries on the ethos of the school, care at the heart for the children generally good activities.

Staff are friendly, the children seem happy. Thank you!

My daughter loves all the staff that look after her and talks about them at home and how much fun she has.

I like the extra games the staff play with the children e.g. musical statues, etc.). The children can play inside & out.

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 children are definitely safe and they get the chance to play with their friends & different toys/ activities. i.e. Not simply an extension of school.

Continuity of care is very good - on site, regular staff who get to know children well. Having reception go over to the nursery building is a great way to introduce them to after school club without being overwhelmed.

What do you think we could do better? What specifically would you like to see improved?

I'd prefer lower sugar content food. It would be good if the online booking system expanded to enable alterations within 2 weeks.

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. The one improvement that can certainly be made is the food. While I accept there are many tastes to cater for and budgets are limited I would like to see food and drinks without any sugar and the items that are provided to be of nutritious value, even if this were to be soup, sandwiches on brown or similar rather than muffins, hot dogs and pizza.

More visibility of what's happening in the nursery & reception club. As the children are collected from the main hall, I don't know who has been taking care of my child, what activities he has access to and how safe the environment and the standards of behaviour.

I am not entirely comfortable with my child attending the club with older Moorlands children, but that it just the way it is I guess. The School itself goes out of its way to transition the students over the Moorlands during Y2. However, X Clubs just bungs them together and hopes for the best.

More range activities in the after school club.

Open breakfast club 15 minutes earlier.

The fact you have to drop one child at nursery and the other in the hall is a bit of a pain when you're in a rush. Is there anything that can be done to make life easier for parents e.g. children with a sibling stay in hall if they wish/ staff take kids over to nursery.

For the after school club, bag/ coat area could have been improved as tend to be a bit messy.

Paying so far in advance is difficult.

I'd really like the provision of more special activities - music, a language (Spanish would be my preference), sports clubs etc. Still based around play, nothing pressured or formal.

Maybe try different activities, especially for the older Moorlands children.

Price - your after school club is most expensive out of my group of friends as you don't offer discount for multiply children (last one was £7 for first child and £5 for other kids they still got snack like beans on toast etc.)

I book every club for before and after school all year and have done so for 4 years now. From next September to book this I will have to pay for all sessions up front. That is an upfront payment of £6,000 (2 children) but I will have to pay it as I can't risk not having provision by only booking termly. Also childcare vouchers are paid every month but I will have already deposited the full year's money. Can this policy be reviewed - in the last 4 years I have consistently maintained a balance of approx £500 so whilst I understand the club cannot carry debt £6,000 up front is a bit much. I would be happy to have a deposit of say £500 per child to secure the place all year as a compromise position?

More diverse, structured, age appropriate activities. Better sport / outdoor activities.

More indoor activities for older Moorlands children.

Frequently the children are delayed at the Moorlands pick-up due to children on the list not appearing. Although I appreciate that the X Club take child safety as a priority they have not taken sufficient action (from what I can see) to communicate to parents the importance of contacting X Club when they will be collecting their child from school. Recently I have arrived at 5pm to collect my son to find him walking down from Moorlands in the dark and rain after waiting for 30mins for a 'No show'. This is not acceptable. I should not have to pay £10 for my son to wait in the rain.

The new Scopay booking system is a bit cumbersome as each session needs booking individually. This takes a few clicks per session, which takes some time.

Breakfast finishes too early.

Holiday Club Survey

In total we had 34 responses.

What is the most important factor to you when you book your child in to our Holiday Club?

Reason	Number of responses
My child enjoys going to the club	13
Safety	6
Session times	4
Range of activities	3
Pricing	1
Friendliness of staff	0

		Strongly Agree/ Agree	Disagree/Strongly Disagree	Don't know
1	The range of activities provided during the day are of a good mix	16	7	11
2	The Holiday Club staff are friendly and approachable	25	0	9
3	My child is happy at Holiday Club	20	6	7

4	The Holiday Club provides good value for money	20	3	10
5	My child is safe at the Holiday Club	26	0	8
6	Overall, the Holiday Club meets my expectations	19	6	8

Your POSITIVE comments:

Offers good value for money.

Friendly staff who are known from school, good times, value for money, children are safe.

Good range of Activities.

Variety of activities and friendly staff.

Friendly. Good communication with parents.

I like the trips out of school to the park.

Really nice staff & friendly relaxed environment.

What do you think we could do better? What specifically would you like to see improved?

Would like to know what activities are planned for the children during holiday club.

Have more themed days, e.g. gardening day, making/build day where a range of activities are centred around a topic.

Publicise the range of activities - I'm am unaware of what goes on.

Outings, special guests to facilitate fun activities. It's holiday time for them and it didn't feel like a treat/special time. It seemed more like simply a safe way to pass the time. Happy to pay more to get more.

Run it on teacher training days.

Age appropriate activities. Introduction to new staff or those they don't know from term time x club.

Maybe introduce some learning hours (Drawing , Painting,...) a skill that the child can learn while on holiday. Of Course there might be a fee for that, but the child will be in the same environment and actually learning to do something.

Nothing! 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.