

ASC 2016/17: Parent Questionnaire Analysis

36 questionnaires sent out, 17 returned (47.2% return rate – approx. 6% drop from last year although it is the same number of overall returns – 17 out of 32 in 2016). Children’s names in parental comments have been replaced with ‘CHILD’ to anonymise feedback.

SD: Strongly Disagree, D: Disagree, UN: Unsure, A: Agree, SA: Strongly Agree					% Agree/Strongly Agree
<i>The After School Club service has been useful for my family</i>					
SD: 0	D: 0	UN: 0	A: 1	SA: 16	100%
% Increase/Decrease from Previous Year: remained at 100% from last year.					
Parent Comments:					
<ul style="list-style-type: none"> CHILD seems to be enjoying & I get some time to do other tasks. 					
<i>I feel that my child wants to come to ASC and has fun</i>					
SD: 0	D: 0	UN: 1	A: 1	SA: 15	94.1%
% Increase/Decrease from Previous Year: Increase of 0.8% from last year.					
Parent Comments:					
<ul style="list-style-type: none"> (This parent scored ‘unsure’) She does ‘say’ she likes it! CHILD loves it! 					
<i>Under the four headings of club, I feel there is a strong and balanced variety of activities on offer</i>					
SD: 0	D: 0	UN: 2	A: 2	SA: 13	88.2%
% Increase/Decrease from Previous Year: Drop of 11.8% from last year (100%) due to 2 scores of ‘unsure’. However if you consider the below comments attached to these scores it is clear that these questions were incorrectly answered regarding the allocation of spaces rather than the actual activities planned for each day. So if reflected upon, it could be argued that these scores should be ignored and the overall % remains at 100.					
Parent Comments:					
<ul style="list-style-type: none"> (This parent scored ‘unsure’) There are a variety of activities but they are not all on offer. PLEASE SEE MANAGER COMMENT #1. (This parent scored ‘unsure’) Yes but the variety are not available to offer due to restriction to days. PLEASE SEE MANAGER COMMENT #1. For my child’s ability I would like more active activities e.g. judo etc. PLEASE SEE MANAGER COMMENT #2. There’s only one which interests me & for CHILD. 					
<i>I feel that my child could access and enjoy most or all of the activities offered at After School Club (regardless of which days you access)</i>					
SD: 1	D: 0	UN: 0	A: 6	SA: 11	100%
% Increase/Decrease from Previous Year: Increase of 11.8% from last year.					
Parent Comments:					
<ul style="list-style-type: none"> (This parent scored ‘strongly disagree’) Cannot access all activities on offer. PLEASE SEE MANAGER COMMENT #1. 					
<i>I feel that my child can access activities at ASC that they cannot access elsewhere</i>					
SD: 0	D: 0	UN: 2	A: 3	SA: 12	88.2%
% Increase/Decrease from Previous Year: remained at 88.2% from last year.					
<i>ASC has been good value for money (£10 per session)</i>					
SD: 0	D: 0	UN: 0	A: 2	SA: 15	100%
% Increase/Decrease from Previous Year: increase of 5.9% from last year (possibly due to price having been increased last year just before the issuing of the questionnaires).					
<i>I felt that my child was safe and well cared for at ASC</i>					
SD: 0	D: 0	UN: 1	A: 0	SA: 16	94.1%
% Increase/Decrease from Previous Year: decrease of 5.9% from last year.					

Parent Comments:					
<ul style="list-style-type: none"> (This is relating to a parent who scored 'unsure'). There was one comment from a parent (also see general comments at the end) regarding a one off incident regarding personal care – this has been discussed with your child's teacher and steps agreed to prevent a recurrence of this. I will not explicitly state your comment here due to the nature of the personal care. Fantastic staff! 					
<i>I felt the programmes and booking forms were clear and easy to use</i>					
SD: 0	D: 0	UN: 0	A: 1	SA: 16	100%
% Increase/Decrease from Previous Year: remained at 100% from last year.					
<i>If I had a problem during the hours of ASC I knew who to talk to and how to contact them</i>					
SD: 0	D: 0	UN: 0	A: 2	SA: 15	100%
% Increase/Decrease from Previous Year: remained at 100% from last year.					
<i>If I had any queries regarding ASC at other times I found communication easy and issues were promptly resolved</i>					
SD: 0	D: 0	UN: 0	A: 3	SA: 14	100%
% Increase/Decrease from Previous Year: remained at 100% from last year.					
<i>I was happy with the feedback/information relayed at pick up times</i>					
SD: 0	D: 0	UN: 1	A: 1	SA: 15	94.1%
% Increase/Decrease from Previous Year: decrease of 5.9% from last year – however the one parent who scored 'unsure' left a comment saying they were happy with communication just that she doesn't collect (taxi collects the child and feedback given via email/home book – so could count this score as still at 100%).					
Parent Comments:					
<ul style="list-style-type: none"> (This parent scored 'unsure') I don't collect, however happy with communication. 					

Additional Parent/Carer comments from the Questionnaires:

- Very very good ASC. Rob is an amazing teacher, person and everyone always appears happy. Always looks calm and well controlled whenever I collect from ASC.
- Please can it be every day instead of two days a week. It really of great help to me.
- There was one comment (also mentioned above) regarding a one off instance of intimate personal care. This has been discussed with your child's teacher and steps agreed to avoid recurrence of this issue. I have not explicitly stated your comment here due to the nature of the personal care.
- My child enjoys after school club and always happy there.
- As stated above I wish there was more physical activities available e.g. football, judo etc...as I feel he would gain more from it. PLEASE SEE MANAGER COMMENT #2.
- A very well run club – thank you!
- CHILD has been using ASC for a term now and so far he seems happy on Tues sessions.
- Very happy with ASC, CHILD loves it. Always very much looking forward to it. Great staff and very flexible to different needs at different times! Cannot access in this professional and safe way anywhere else at moment. 😊

Comments from the ASC Manager:

- Re: Allocation of Spaces.** There are a number of parents in your position at the moment, who would like to be allocated more spaces than they are currently receiving. Unfortunately, and this has been the case for some time now, we are facing significant challenges with our budget (funding has been frozen for years despite increasing costs). It is out of fairness to all families accessing ASC these days that we have had to restrict every student to a maximum of 2 sessions per week so that all students who wish to attend are able to do so. We are currently in the process of trying to increase our funding, yet we will not know the results of this until July and any increased funding will not kick in until the spring term 2018. With the growing size of the school bringing an increase in new starters at ASC it is possible that such restrictions may have to continue even if we do get more funding in the future. However, I must stress that while your comments reflect your frustration at only being allocated two sessions per week for your

children, over the last year at ASC you have only requested two sessions per week. Therefore you have actually received 100% of your requested days. If you wish for your children to be added to the waiting list for other days you must actually request these sessions on your booking form.

2. Re: Sports Activities. I understand your desire for more physical activities on a Thursday night. We have actually offered football and basketball skills in the past. Unfortunately we do not have the budget (see the above comment regarding staffing and allocation of spaces) to hire instructors for activities such as judo. Due to the need to put on activities that all students in the school can access it is unlikely that even if our budget increases that we will be able to offer activities such as judo. Your child is one of the most physically able students in our school and it would be a very restrictive activity to offer as the vast majority of our students would be unable to access something like that. This is why we have stuck to activities such as boccia and scavenger hunts. How we will develop the sports nights is something that has come up a lot in the staff evaluations as well. It is possible we may be able to offer more rebound therapy on Thursday nights if we can get more trained staff working at ASC. We have also been granted lots of new sports/games equipment recently, e.g. Frisbee golf, bowling, floor darts and more. These weren't in our possession until after the programme for spring term 2017 was released but keep an eye out for these coming up on future programmes. I hope these future development will be of interest to you.