

Summer Club 2016: Parent Questionnaire Analysis

45 questionnaires were sent out, 20 were returned (44.4% return rate). This was a small improvement on last year when 18 of 44 questionnaires were returned (40.9% return rate).

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: 3	SA: 17	100%
Analysis: increased to 100% from last year (94.4%).					
<i>I feel that my child enjoyed coming to summer club</i>					
SD: 0	D: 0	UN: 0	A: 1	SA: 19	100%
Analysis: remained at 100% as last year. Parental comments relating to the above question: <ul style="list-style-type: none"> (Student name removed) LOVED it! 					
<i>I feel that the range of activities at summer club was good</i>					
SD: 0	D: 0	UN: 0	A: 2	SA: 18	100%
Analysis: remained at 100% as last year.					
<i>I feel that most or all of the activities offered at summer club would be suitable for my child (regardless of days requested/confirmed)</i>					
SD: 0	D: 0	UN: 1	A: 2	SA: 17	95%
Analysis: This question has been rephrased for this year's questionnaire due to the fact that some parents last year used it to grade us on the number of allocated spaces which was not the intended subject. Increased from 88.9% last year, possibly due to the rephrasing.					
<i>I feel that my child can access activities at summer club that they cannot access elsewhere</i>					
SD: 0	D: 0	UN: 3	A: 3	SA: 14	85%
Analysis: fall of 3.2% from last year. I will be attempting to produce a programme next year of nearly all new activities after 3 years of repeating and rotating a lot of similar activities.					
<i>Summer Club has been good value for money</i>					
SD: 0	D: 0	UN: 0	A: 5	SA: 15	100%
Analysis: remained at 100% as last year.					
<i>I felt that my child was safe and well looked after at Summer Club</i>					
SD: 0	D: 0	UN: 1	A: 0	SA: 19	95%
Analysis: fall of 5% from last year due to one score of unsure – stemming from a singular incident at this year's club. Parental comments relating to the above question: <ul style="list-style-type: none"> Apart from the 1 time her nappy wasn't changed. Comment from Summer Club Manager: apologies again for this issue, it was raised with the team at the end of the day and following sessions to ensure that the best possible levels of personal care were being provided. 					
<i>I felt the event programme and booking forms were clear and easy to fill in</i>					
SD: 0	D: 1	UN: 1	A: 1	SA: 17	90%
Analysis: fall of 4.4% from last year's score. There will be some minor tweaks to the programme design for next year following on from some of the comments.					
<i>I found the booking and waiting list system fair and effective (please note that this year we had just over 400 requested bookings compared to a capacity of around 225. This meant that the vast majority of families were allocated around 50% of their initial request. Also please note that the offer of waiting list spaces does depend on cancellations or more staff becoming available)</i>					
SD: 0	D: 0	UN: 0	A: 8	SA: 12	100%
Analysis: increase of 17.7% from last year despite families facing the same levels of confirmed spaces – this perhaps reflects that some families have accepted that levels of demand will always be high and therefore it is impossible to grant people a lot of what they want.					
<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: 0	A: 4	SA: 16	100%
Analysis: increase of 5.6% from last year – perhaps reflecting the fact that contact numbers were displayed more prominently on the booking forms and at the check in tables in school. Parental comments relating to the above question: <ul style="list-style-type: none"> Message left on answer machine wasn't listened to. Comment from Summer Club Manager: The parent leaving this 					

comment did score 'agree' on this question so hopefully this was not a major concern. It refers to when a student was off poorly the parent left an answer machine message which came in after the machine was checked first thing in the morning. I then called the parent at home to confirm attendance, but I will ensure that the machine is checked more regularly in such cases. Thank you.

I was happy with the feedback and information relayed at drop off and pick up times

SD: 0	D: 0	UN: 1	A: 4	SA: 15	95%
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Analysis: increase of 11.1% from last year, despite a few comments below suggesting that we need to improve on this area of our service.

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

- Activities planning was very good and different every day. Sleepover was a nice break. Thank you for everything.
- Super summer club as always, friendly and helpful, enjoyable for **(student name removed)**
- All **(student name removed)**'s needs met
- Check in/drop off
- Very well organised. Well done!
- This is a very good summer club, with well organised and varied activities. Thank you!
- Pictures put on facebook every day – brilliant. Enabled siblings to do things that **(student name removed)** could not participate in. Very good organisation – knew what the activity was each day.
- Well organised, made fun for all ages/abilities.
- Everything!
- Including **(student name removed)** and being sensitive to his needs.
- **(Student name removed)** did enjoy the days she had, shame she didn't get all but as you explained, had a lot sign up. Organised and each child had an adult.
- Excellent summer club. Friendly, enthusiastic.

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

- Forms are very detailed but lay out should be easier to spot the date. **Comment from Summer Club Manager: I will try to address this in next year's programme. Thank you.**
- Thank you the activities were very good for **(student name removed)**.
- **(Student name removed)** struggles with transition. It would help us and her if she could be prepared, with her belongings ready to go when we arrive to collect her. I felt that I had to hunt for her lunchbox/bag etc which extends transition time and causes her distress. I realise that you are all busy making the students time fun and safe but found that collection time is un-organised, causing a degree of 'faffing' which we find is what escalates **(student name removed)**'s existing transition anxieties. Sorry to moan but it would help if all of **(student name removed)**'s possessions were ready to go when we arrive.
- Was worried about changing facilities when out? **Comment from Summer Club Manager: when researching venues for outings I try to ensure that we go to places with full changing facilities, or when this is not possible that the timings of the day's events are structured so that wheelchair users can be changed at school before and after the outing. Sadly a lot of venues still view disabled toileting facilities as just a toilet with bars and a larger room. It is improving though – e.g. Marwell Zoo has a bathroom with a bed and hoist.**
- Feedback at end of day.
- It's all good for me!
- Nothing – very good. Worth every penny.
- Maybe being able to allow all children to go on all activities so not disappointed if didn't get day out that they wanted. **Comment from Summer Club Manager: I would love to be able to allocate all families 100% of their requests but our current budget does not allow us to cater for the huge levels of demand that we are receiving each year. I hope that families feel that way I have allocated the spaces is fair and we try to maximise the number of spaces available but also have to ensure the safe supervision (especially when on outings) of all of our students. We of course try to allocate extra spaces through the waiting list system too when they become available.**
- Nothing.
- Doing a separate club for high functioning children!!
- Bit manic at check-in.

Additional parent comments from questionnaires and the school facebook page:

- Fantastic!
- Wonderful people making these very special children so happy.
- Hats off to Rob and the gang for taking everyone. Portesbery airlines here we come!
- I bet my **(student name removed)** isn't asleep yet!! Hope she is good through the night. Thanks again Rob to you and your team - you all deserve the day off tomorrow! Lol x
- Just awesome! Hope you all got some sleep and now **(student name removed)** will want a pet Giraffe xx
- Looks like everyone is having a wonderful time - how lovely :-))) - see you all in the morning!
- Looks fabulous
- Looked like you all had fun both day and night! **(Student name removed)** was down for this one, shame she didn't have a space, she would have loved it! X
- Wonderful - such a lovely experience :-))))
- One sleeping child by the time we had got to Brookwood! Currently spark out in the car! Thanks again for his great day x
- Butter wouldn't melt in their mouths???? Thanks again to the 'grown ups' for looking after and giving them such a wonderful time.
- Fantastic well done all
- **(Student name removed)** had so much fun. Thank you all very much for making it a memorable for him.
- **(Student name removed)**'s last day at summer club 2016 today. He loved every minute I am sure. Thanks to Rob and his team for all their hard work and dedication to providing the club. Cannot praise you high enough.
- Once again **(student name removed)** had a great time. And by the looks of it so did all the other children. To all of you involved thank you so much for what you do. And giving these kids some wonderful memories.
- Looks like you all had a great day!! X
- Thank you very much to Rob and the team for giving **(student name removed)** a fantastic time at summer club again this year - his last year :-((. It has been great yet again - you all deserve a very well earned rest - enjoy the rest of your summer everyone :-))) xx
- Thank you Rob and co for an amazing summer club. **(Student name removed)** has loved all the days he has done x
- Thanks everyone, I know **(student name removed)** has enjoyed her summer club activities very much this year, especially the water fights
- Would like to thank all the staff of Portesbery especially rob for another brilliant summer club. IT takes such a strain off the families knowing that the children are very well looked after while in your care.