

Summer Club 2018: Parent Questionnaire Analysis

48 questionnaires were sent out, 19 were returned (39.6% return rate). This was a significant drop - 19.5% improvement on last year when 26 of 44 questionnaires were returned, however that was our highest ever rate of return. **Please note: all comments have been anonymised by removing student names.**

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: 2	SA: 17	100%
Analysis: maintained score from previous year at 100%. Parental comments relating to the above question: <ul style="list-style-type: none"> Very useful 					
<i>I feel that my child enjoyed coming to summer club</i>					
SD: 0	D: 0	UN: 0	A: 3	SA: 15	100%
Analysis: maintained score from previous year at 100%. PLEASE NOTE – 1 parent did not answer this question, so scores based on 18 scores. Parental comments relating to the above question: <ul style="list-style-type: none"> Not sure, had conflicting feedback. NB: this parent did not answer the question. Their child attended only one session.** He loved it 					
<i>I feel that the range of activities at summer club was strong</i>					
SD: 0	D: 0	UN: 0	A: 3	SA: 16	100%
Analysis: maintained score from previous year at 100%. Parental comments relating to the above question: <ul style="list-style-type: none"> Lovely range of activities 					
<i>I feel that my child can access most or all of the activities offered at summer club</i>					
SD: 0	D: 0	UN: 2	A: 3	SA: 14	89.5%
Analysis: small improvement on previous year's score (87.5%).					
<i>I feel that my child can access activities at summer club that they cannot access elsewhere</i>					
SD: 0	D: 0	UN: 1	A: 5	SA: 12	94.4%
Analysis: Good improvement on previous year's score (87.5%). PLEASE NOTE – 1 parent did not answer this question, so scores based on 18 scores. Parental comments relating to the above question: <ul style="list-style-type: none"> Yes definitely – my daughter is most upset she cannot come! 					
<i>I felt Summer Club has been good value for money</i>					
SD: 0	D: 0	UN: 0	A: 2	SA: 16	100%
Analysis: Good improvement on previous year's score (92.3%). PLEASE NOTE – 1 parent did not answer this question, so scores based on 18 scores. Parental comments relating to the above question: <ul style="list-style-type: none"> I used pupil premium (NB: this comment came from the parent who did not answer the question) Excellent 					
<i>I felt that my child was safe, happy and well looked after at Summer Club</i>					
SD: 0	D: 0	UN: 0	A: 1	SA: 18	100%
Analysis: maintained score from previous year at 100%. Parental comments relating to the above question: <ul style="list-style-type: none"> Not sure if he was happy. NB: this parent scored 'strongly agree' on this question. This is from the same parent who commented above, marked ** 					
<i>I felt the event programme and booking forms were clear and easy to fill in</i>					
SD: 0	D: 0	UN: 1	A: 2	SA: 16	94.7%
Analysis: Small decrease in satisfaction on previous year's score (96.2%), however only one parent did not agree/strongly agree, and we had less respondents than last year so a non-agreeing score will affect scores more strongly.					
<i>I found the booking and waiting list system fair and effective (please note that on average, parents received between 40-45% of their initial request. When we had cancellations/more staff become available space were prioritised to the people with the lowest booking % of their initial request)</i>					
SD: 0	D: 0	UN: 5	A: 4	SA: 9	72.2%

Analysis: Considerable drop in satisfaction on previous year's score (92.3%), most likely to continued increases in demand relative to availability of spaces. We had more children access the scheme this year than ever before, so competition for spaces is at an all-time high. PLEASE NOTE: 1 parent did not answer this question, so scores based on 18 scores. This parent did leave a relevant comment (marked below with *) regarding allocation of spaces.

Parental comments relating to the above question:

- Yes – seemed fair to me

If I had a problem during Summer Club I knew who to talk to and how to contact them

SD: 0	D: 0	UN: 0	A: 3	SA: 16	100%
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Analysis: Small improvement on previous year's score (96.2%).

Parental comments relating to the above question:

- No problem though.... **NB: this parent had scored 'strongly agree' for this question**

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

SD: 0	D: 0	UN: 2	A: 4	SA: 13	89.5%
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Analysis: Drop in satisfaction on previous year's score (100%).

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

- So well organised, it's a fantastic benefit!
- Very much enjoyed accessing summer club. Thank you Rob for all the support and care you gave (CHILD NAME). Also thank you for answering my concerns and queries.
- Keeping him safe.
- (CHILD NAME) loves summer club. It's well organised and a great range of activities.
- The photos, wonderful to see the children in action.
- Everything
- Excellent variety
- All of it – well done!
- Good selection of activities
- It was perfect, well done to you all and thank you
- (CHILD NAME) helping staff!!

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

- More feedback on the day as he cannot tell me.
- Would really like some feedback at the end of the day.
- Not sure of an easier or fairer way to allocate spaces but if you only want 2 days for example and you allocate 40 – 50% you will only get 1. Where as if you tick/request all 15 you get 7. Doesn't seem fair on the person requesting only 2. Also most of the days we got were in the first week then only got one in the other two weeks, could have done with it being spread out a bit. However I wouldn't want the job of sorting this, you do an amazing job. Lots of interesting activities, lots of happy children. Thank you.
- Nothing. I understand spaces are only dependent on how many staff can work.
- More days! Maybe a way of putting the requests in order of priority (when parents work it might be easier if they know certain days are more guaranteed)
- Have more available days for family **NB: I believe this parent is referring to past years where we have run days where siblings could book on, and more days where parents/carers were welcome to come in for parts of the day. We have reduced this in recent years partly due to reduced demand from families but also due to sibling spaces limiting spaces offered to Portesbery students. With increases in demand from the expansion of the school we felt this was not justifiable. We can look at more parent supported sibling attendance in future years.**
- In our opinion you need to change nothing!! You do an amazing job xx

Additional parent comments from questionnaires and the school Facebook page:

- Well done to all of you!
- Well done Rob and team on a good week of activities.
- (On Companion Cycling album) Excellent, thank you :0) so nice to see what they did and how much they enjoyed it.
- (On Companion Cycling album) Looks like everyone had a fab day Thankyou x
- (On Millers Ark Farm album) Aww lovely pictures! Thankyou all so much !! I have been given back one happy little man ! Xx
- (On Millers Ark Farm album) Fabulous day. Thank you for having us! Xx

- That was (CHILD NAME)'s last ever club day with Portesbery 😞 thank you so much Summer Club Team 😊❤️
xx
- (On Flourish Gardens & Deepcut Café album) Another great day! Thank you summer club xx
- Thank you yet again Rob and co for all your hard work xx
- Well done Rob and team for a great summer club. (CHILD NAME) says go and relax and enjoy your well earned break!
- Thank you for giving (CHILD NAME) the opportunity to access such amazing things this summer, what an amazing summer club, well done to rob and all the staff.xxx