

Summer Club 2017: Parent Questionnaire Analysis

44 questionnaires were sent out, 26 were returned (59.1% return rate). This was a 14.7% improvement on last year when 20 of 45 questionnaires were returned – our best return rate ever. **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: 1	SA: 24	100%
Analysis: maintained at 100% from last year. One parent did not answer this question so scores are based on 25 replies. Parental comments relating to the above question: <ul style="list-style-type: none"> • It allowed me to spend quality time with his sister • It is an amazing and invaluable service we would be lost without it! • It has given us time to our other children • Excellent, very well organised • Thank you, as it was big hep in breaking up the hols with activities 					
<i>I feel that my child enjoyed coming to summer club</i>					
SD: 0	D: 0	UN: 0	A: 2	SA: 24	100%
Analysis: maintained at 100% from last year. Parental comments relating to the above question: <ul style="list-style-type: none"> • She loves summer club • Yes definitely big smiles says it all • She loved the new experience • From pics and seeing him he seemed to really enjoy 					
<i>I feel that the range of activities at summer club was strong</i>					
SD: 0	D: 0	UN: 0	A: 4	SA: 20	100%
Analysis: maintained at 100% from last year. Two parents did not answer this question so scores based on 24 replies. Parental comments relating to the above question: <ul style="list-style-type: none"> • Days out, sleepovers, swimming, trampolining are her favs • Yes definitely hard to tire m son out and they achieved it 					
<i>I feel that my child can access most or all of the activities offered at summer club</i>					
SD: 0	D: 0	UN: 3	A: 4	SA: 17	87.5%
Analysis: 7.5% down from last year (95%).Two parents did not answer this question so scores based on 24 replies. Parental comments relating to the above question: <ul style="list-style-type: none"> • Anything and everything she loved it all!! • Yes staff know him very well and offer activities that suit • Out of the ones I choose 					
<i>I feel that my child can access activities at summer club that they cannot access elsewhere</i>					
SD: 1	D: 0	UN: 1	A: 2	SA: 19	87.5%
Analysis: 2.5% up from last year (85%).Three parents did not answer this question so scores based on 23 replies. Parental comments relating to the above question: <ul style="list-style-type: none"> • She doesn't like challengers for some reason, I don't know why! • Yes its friendly safe and fun, gives us all piece of mind • Only other place where he could access some activities is respite centre 					
<i>I felt Summer Club has been good value for money</i>					
SD: 0	D: 0	UN: 2	A: 1	SA: 23	92.3%
Analysis: 7.7% down from last year (100%). Parental comments relating to the above question: <ul style="list-style-type: none"> • Yes definitely worth it for us • Paid for by pupil premium 					
<i>I felt that my child was safe, happy and well looked after at Summer Club</i>					
SD: 0	D: 0	UN: 0	A: 2	SA: 24	100%
Analysis: 5% up from last year (95%). Parental comments relating to the above question: <ul style="list-style-type: none"> • To feel she is safe is priceless that is what summer club does • Yes he was you can tell by the way he smiles at staff 					

<ul style="list-style-type: none"> Rob is easy to approach and I can air all concerns/questions 					
<i>I felt the event programme and booking forms were clear and easy to fill in</i>					
SD: 0	D: 0	UN: 1	A: 1	SA: 24	96.2%
Analysis: 6.2% up from last year (90%). Parental comments relating to the above question: <ul style="list-style-type: none"> Yes agree easy forms 					
<i>I found the booking and waiting list system fair and effective (please note that this year we had just over 350 sessions requested compared to a capacity of around 170. The vast majority of families received between 30-40% 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: 1	UN: 1	A: 5	SA: 19	92.3%
Analysis: 7.7% down from last year (100%). Parental comments relating to the above question: <ul style="list-style-type: none"> I need to speak one to one with Rob regarding this Comment from SC manager: I spoke 1:1 with this parent (who scored disagree on the question) and explained the difficulties in allocating spaces this year and the difficulties with allocating spaces off the waiting list to her child – who travels in a wheelchair on the bus on outings and requires high levels of support – so a similar child would have to cancel in order for there to be room on the bus on outing days etc. She also questioned why some specific children had more spaces than her child – to which I explained that those specific children had requested every day so received more total days but a similar or lower booking % than her child. The parent seemed to understand the issues after our discussion. Just wish there were more! Would have done every day I think its totally fair everyone should get fair allocations I was happy with getting 50% Comment from SC Manager: please note this parent was initially offered 2 spaces out of 6 requested (33.3%) and was then offered an extra space following a cancellation as she had the lowest booking % of all families on the waiting list for that day 					
<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: 1	A: 5	SA: 20	96.2%
Analysis: 3.8% down from last year (100%). Parental comments relating to the above question: <ul style="list-style-type: none"> No one picked the phone when I called Comment from SC manager: Unfortunately we did not get to the phone but our phone does not display missed calls so unless a voicemail is left we would be unaware of missed calls. We could even have been offsite when the call occurred. I have ASC numbers I know who to call 					
<i>I was happy with the feedback and information relayed at drop off and pick up times</i>					
SD: 0	D: 0	UN: 0	A: 2	SA: 24	100%
Analysis: 5% up from last year (95%). Parental comments relating to the above question: <ul style="list-style-type: none"> Yes good handover 					

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

- You tried hard even though sometimes it wasn't easy with a few health problems she had
- EVERYTHING!!! 😊
- First year of using summer club and was really happy with all 3 of the sessions she attended. Will definitely be requesting more sessions next year
- I think its just amazing what the staff do, giving up their holiday
- Everything – he talks about summer club all year!
- Range of activities is diverse enough for everyone
- She came home so happy and couldn't wait to go back!
- Rob was amazing due to me not being able due to my op. He (child) love it and was very happy
- We are so lucky to have this facility over the summer, staff and Rob did a great job
- I feel the staff are always trying to add fun stuff and improve the summer club. Love and admire the dedication to our kids
- He was well looked after!
- Lots of variety!
- Its all really well organised and I know she is properly looked after. Nothing like this at her old school
- I had concerns with intimate care and if some venues there'd be suitable place. Rob was fab at sorting this and when venue didn't cater, adjusting catheter timings so it was done in school
- You're all amazing!
- Made drop off easy and comfortable for worried mummy. Thank you x

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

- Only suggestion but transport with summer club would be fantastic
- Nothing
- You are amazing!
- More staff so we can have more days
- More places but I understand the problem and limitations
- Nothing it was perfect
- Only thing I would say wish there were more sessions on offer to the kids which I understand has a lot to do with funding being reduced

Additional parent comments from questionnaires and the school Facebook page:

- Extra dates would be better as there is a long school holiday and more activities for the kids
- Just a shame only 30-40% was only able to be offered, more days would obviously be very nice! 😊
- Big thank you!
- Thank you everyone for all your hard work. She has thoroughly enjoyed her days with you. Hope you have a lovely, well deserved break now! 😊 x
- Big thank you to you all he loved his days at summer club. He was exhausted yesterday so proud of him for winning xx
- Thank you for all your hard work yet again. He has loved his days xx
- Well done guys, an amazing summer club once again, he loved the couple of days he had.xxx
- Some really gorgeous photos 😊 xx
- She loves Miller's Ark
- Sleepover comments:
 - lovely photos, thank you for giving him a really lovely time despite the weather!
 - Thank you so much everyone she's had a lovely time and as predicted she fell asleep in the car on the way home. X
 - Thank you all, he had a wonderful time so glad he could come xxxx
 - Thank you Rob and all your team - you must be mad to have wanted to do this again this year but I know all the kids will have had a great time - thanks again x