

Slaley First School
Before & After School Clubs

Parent Satisfaction Questionnaire

(Feedback @ July 2019)

5/15 family responses received – 33%

When you were choosing childcare, what was most important to you?

- Close to school
- That my child is settled and happy
- Safety & happiness
- Convenient, proximity to home, hours offered, staff & environment

What do you like about SFS Before & After School Clubs?

- Variety of activities & outside space
- Chance to mix with older children (making new friends)
- Brilliant staff!

What do you dislike about SFS Before & After School Clubs?

- Nothing 4/5
- No club on a Friday evening 1/5
- Children often hungry when they get home 1/5

Based on your experience, would you recommend SFS Before & After School Clubs to another parent?

- Yes, definitely!

Do you have any concerns about the way in which we care for your child?

- No

How could we improve our service?

A summary of responses is on the next page.

A summary of responses to the following statements:

Statement	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
My child is happy to attend the club	5				
I feel that I have made the right choice of childcare for my child.	5				
My child is encouraged to behave well	5				
I have a good relationship with the club staff	5				
Staff are approachable and willing to discuss my concerns	5				
The club communicates information well	3	2			
I know what my child does at the club each day	2	3			
I AM concerned that my child is bored or unhappy at the club				2	3
The club is helping my child to become responsible and independent.	4	1			
The club offers a good range of play opportunities and activities	4		1		
I feel that the quality of service reflects the fees charged	4	1			
The club opening times meet my current childcare requirements	4			1	
I am happy with the snacks provided by the club	3	1		1	

Any other comments?

- I'm not sure what activities the children do.
- Some variety in snack after school would be good.
- It would be good if the club was open Friday after school.