

Grange Kids Club Survey report January 2014

Parent & Carer survey

Eleven questionnaires were completed and returned to Kids Club staff. All respondents indicated that they were very satisfied with the provision of care at Kids Club. All respondents indicated they were very satisfied with the range of free choice and pre-planned activities offered by Kids Club. All respondents indicated that they were either satisfied or very satisfied with the snacks offered by Kids Club.

Eight respondents indicated there were no improvements they wished to be made with the provision. Two respondents indicated they would like Kids Club to open for longer hours and more during the holidays. One respondent commented on having more dried fruit available at snack time.

The qualitative information gathered from question five (what does Kids Club do that works well for your child/children) and question seven (any other comments) overlapped in their content and are summarised as themes below.

Many comments referred to the Kids Club staff. Respondents referred to the 'excellent care' provided by the staff; that the staff are 'friendly and approachable', offer 'thoughtful care' and are 'patient with the children'. One respondent commented on how well the staff supported their child who had additional needs:

".....staff understand his needs, they listen carefully and always know how to deal with any issue that arises. I have tried other after school child care and can say that this is the best I have encountered - warm and understanding staff" (R9)

Respondents also commented on how reassured they felt knowing that their child/children were being cared for in a safe, secure and nurturing environment with 'trusted staff' whilst they were at work. The comment below encompasses other respondent comments.

"It provides a safe and secure place for my son to be after school while we both work. He has lots of fun in a nurturing environment." (R7)

Respondents commented on the variety of activities on offer balanced with space for the children to 'chill out' and 'relax' after the school day. Several respondents commented on how much their children enjoyed attending Kids Club.

"Kids Club is a friendly, happy environment in which my daughter can relax and play. She has used it for seven years and has always been happy to go." (R8)

Several respondents commented on the flexibility of provision offered by Kids Club and stated how much they appreciated this and what a valuable asset Kids Club is:

"We hold the [kids club staff] in the highest regard and cannot imagine how difficult life would be for us if we didn't have this provision. They should be commended highly for their work and commitment to it." (R7)

Overall respondents appear to be very satisfied with the provision of care offered by Kids Club.

Children's survey

Twenty two children completed the questionnaires. The answers revealed that the children liked playing with friends, playing games and playing outside the most (18). Other replies included computers (3), drawing (2) and having snack (1) (some children indicated two favourite activities). Most children indicated that there was nothing which they did not like (14) about the activities offered. Two children expressed their dissatisfaction at not being able to play out all the time. Crafts were disliked by two respondents and the games/toys by three respondents. One person indicated they did not like drawing.

When asked if there were any other activities they would like to do, over half the children came up with suggestions. These included chess, watching a movie, questionnaires and quizzes, having huge pieces of paper to draw on, football, having a Minnie mouse toy, having more snack and swimming.

The most popular snack was crackers (7) followed by toast (5). The least popular snack was cheese biscuits (5). The most popular request for snacks the children would like more of were; fresh fruit (8) including apples, pineapple, mango and bananas; and cereal bars (3).

The children were asked about what they would like to do for forthcoming events. The responses are collated below:

Event	
Chinese New Year	Learn some Chinese, make dragons, have Chinese crackers with fortunes in them, make Chinese lanterns, make a long snake, dress up as a dragon, see fish, have a Chinese meal, have prawn crackers for snack
Pancake Day	Make pancakes, eat pancakes with chocolate and sugar, flip a pancake, make a paper pancake, design a pancake
Valentine's Day	Something for mum and dad, make a card for loved one, make paper love hearts, make things in shapes of hearts, have chocolate
Mothers Day	Something for mum, make a card (in a high heel design, in a heart design), make a present, hug my mummy, bring mum inside for everyone to see, play games, draw a picture of my family, make edible flowers, do a book

Report prepared by Emma Wheatcroft - Secretary