



School Matters June 2016 Issue No.22

Results of the After School Care Club Questionnaire

Thank you to those who have taken part in the Care Club questionnaire. This is the first time that we have used an online survey option and it has proved very easy and quick to analyse results. We had 32 responses. The comments have been very helpful and I will share this with governors and the care club. We can always make improvements but it does appear that the vast majority of those that responded are very happy with the club.

With regard to a price increase, feedback shows that the hot meal option is more popular and parents would prefer for the price to increase to £11. Therefore as from September the cost of the club will be £11 for the session. I will be speaking with Essence Catering to see if they can publish the meals that they intend to provide and discuss with them the quality to ensure it remains as high as it should. It is not possible to have a reduced rate for early pickups as we would simply be inundated with children and those working parents who really need the care may not be able to book spaces. This was the arrangement in my previous school and some evenings there were 7 plus children. It was not an enjoyable three quarters of an hour for anyone. We try to have some after school clubs that are free, e.g. football or St. Bernadette's University, so that there are some days when your child can stay a little later without a charge.

Many thanks for your time to complete the survey.

Mrs Clewlow

These are the results of the questionnaire:

Q1. Does your child enjoy coming to Care Club

Strongly agree: 41%
Agree 37%
Neutral 12%
Disagree 9%

Q2. Do you have any suggestions how we could improve the after school/breakfast club?

Comment	Action
A better variety of meals	This will be given as feedback to the catering service.
Consider provision to support INSET days so parents can still go to work. Would happily pay a higher rate for care club during INSET days	This will be looked into and providing I can get staffing then there is no reason why this cannot take place. Sometimes we do use the large hall so classroom space or the small hall would need to be used. I will report back in September.
I have no suggestions for improvements. I know the club is handled with much flexibility which is a real help for parents and I really	



School Matters June 2016 Issue No.22

appreciate having the club at the school.	
Ensure healthier foods are used. My son refuses to eat wholemeal bread because he gets white bread at school. Previously he'd never eaten bread so knew no different. Bacon rolls and sausage sandwiches are not a healthy start to anyone's day so I would personally prefer more emphasis on healthier foods. Is the school aware of the amount of sugar and salt in these foods? Find out more about children's hobbies and try to use it to make the experience more enjoyable.	I will pass this onto the catering service. The cooked breakfast may be available but your child always has the option just to have cereal and toast. It is a hot protein meal for children who may not have had substantial the night before.
More variety of vegetarian options	I will pass this feedback on.
Extend hours to 6:30 for parents finishing work at 6 pm.	This is not an option. For the club to work well we use our teaching assistants and senior leaders for supervision. The site agent then locks up. We all have been at work since 7:30 and any extension puts my full time workers into the overtime period. It is not viable. Sorry.
It works well for us.	
A little more structured learning to complement schooling.	The children do have the opportunity to complete homework if they wish. It is a care-club and the children have been in lessons all day. If you wish to have structured learning then a teacher or Learning Mentor needs to lead. This could take place but it would push the price up.
Have more activities for the children.	We have just spent monies renewing games and toys. The children have been involved in choosing these. We will look at the planning and try to ensure a greater variety however they do already have sports, cooking, games, craft making and role play.
More games for the older children and more homework time.	Feedback noted and will discuss homework provision with the staff.
Staff should be more approachable and not rude. X shouts a lot at all the children.	I am saddened to read this comment however I will pass on this feedback to the team. Please do report any such conduct to me if it happens. I will follow this up but it may also be interpretation. The hall is very large and can get noisy so any staff member may have to raise a voice to be heard.
I thought the techniques for maintaining order and good behaviour would be carried into care club.	They are however sometimes the children also forget that they need to carry over their expected behaviours and values into care



School Matters June 2016 Issue No.22

	club. It is a discussion for everyone to have together at the beginning of the new term.
Make sure the children have as much fun as they can in the club.	We try!
Have a session towards the end of the week where children can at least begin to do their homework. Access PCs for this?	They do have the opportunity to sit quietly at the tables and do their homework. Some choose not to and like to do their homework at home. The difficulty with PCs is that the children want to play on them and then they don't play with any of the other games and toys. We feel there is plenty of time when they are at home to play with computers. This is an opportunity for them to play and communicate collaboratively with each other.
More sports activities	The children do have access to all the sports equipment. The difficulty is in staffing the requests if groups want to do different activities. There is an opportunity to go outside everyday and indoors the children can play badminton or use the indoor equipment.

Q3. Some feedback given- mostly related to working patterns and those that did respond were very grateful of the flexibility of the club.

Q4. The price of the after school club will need to increase to cover costs. Would you rather?

Keep price same but have a lighter snack instead : 22%

Increase the price and keep the hot meal : 55%

Other - please specify :22%

- Increase to £11 but always have a hot balanced healthy meal
- Keep price the same but get children to bring in their own.
- Price stay the same- over priced anyway
- Offer different pricing for hot or light meal

Q5. Any other comments not already picked up in the previous section,

- Thank you.
- If possible it would be nice to know the meals in advance.
- The staff are amazing- my daughter really enjoys going.
- What about operating the club in the school holidays with or without food.
- Big improvements on the previous set up.
- Too costly and no sibling discount offered.
- Great help for full time working parent like me.
- My son really enjoy the clubs. Maybe a reduced price for children who are picked up by 4 pm.



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- Could meals be published.
- I would like them to do reading with the children or more structured play activities.
- Really happy with the after school club, son loves it and staff are brilliant.