

# **Sunbeam Out Of School Club**

## **Parental Satisfaction questionnaire results**

Many thanks to all the parents/ Carers that took the time to complete our Parental Satisfaction Questionnaire.

We sent out 20 and received 16 back. Here are the results;

1. My child is happy to attend the club?

9 strongly agreed, 6 Agreed, 1 Neither agreed or disagreed

2. I feel that I have made the right choice of childcare for my Child ? 11 strongly agree, 5 Agreed

3. My child is encouraged to behave well ?

15 Strongly agreed, 1 Neither agreed or disagreed

4. I have a good relationship with the club staff ?

11 strongly agreed, 3 Agreed, 1 Neither agreed or disagreed

5. Staff are approachable and willing to discuss my concerns ?

12 Strongly agreed, 3 Agreed, 1 Neither agreed or disagreed

6. The club communicates information well ?

9 Strongly agreed, 6 Agreed, 1 Neither agreed or disagreed

7. I don't know what my child does at the club each day ?

5 Agreed, 2 Neither agreed or disagreed, 10 Disagreed

8. I am concerned that my child is bored or unhappy at the club ?

12 Strongly disagreed, 4 disagreed,

9. The club is helping my child to become responsible and Independent ?

7 Strongly agreed, 7 Agreed, 1 Neither agreed or disagreed

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10. The club offers a good range of play opportunities and activities ?

8 Strongly agreed, 7 Agreed, 1 Neither agreed or disagreed

11. I feel that the quality of service reflects the fees charged ?

8 Strongly agreed, 7 Agreed, 1 Neither agreed or disagreed

12. The club opening times meet my current childcare requirements

9 Strongly agreed, 5 Agreed, 2 Neither agreed or disagreed

13. I am happy with the snacks provided by the club ?

9 Strongly agreed, 6 Agreed, 1 neither agreed or disagreed

### **Overall comments;**

Parents made positive comments regarding ease of location, friendly staff, good organisation, suitable opening times, flexibility, affordability, range of equipment, safe environment and recommendations.

With regards how the service could be improved, Just 3 parents expressed an interest in the club opening during the school holidays

Many thanks for your responses and all comments will be taken into consideration as this will help to improve the service.