

## Parent Questionnaire Results

We received a 50 per cent response rate. Thank you for all your comments. Each comment or suggestion has been taken on board and actions have been or are being put into place as a direct result.

### Part One – Staff and Information

Feedback was positive. One parent said it would be helpful if the club opened at 7.15am.

There were no improvements suggested.

Comments included:

Staff are “very Friendly”, staff “are lovely”, “if I have a question, they know the answer or will find out”. Regarding staff qualifications.. “here its brilliant”.

**ACTION REQUIRED – Keep up the good work, senior staff to continue to offer support, training and encouragement. Constant self evaluation and future questionnaires will help us maintain this positive start.**

### Part Two – Activities

A positive response to the activities provided, the use of space and the extra clubs available.

Other activity suggestions:

Homework and reading, building/construction, gardening, music.

A homework table is provided. Lego, duplo, k'nex, magnetex and model kits are available for building and construction. A CD player is available for listening to music, a karaoke machine may be purchased soon as children have verbally requested us doing our own X-factor or N-factor! The outdoor area behind the canteen may offer future opportunities for gardening.

Comments Included:

“...loves making things (hand puppets, bags, painting)”

“I go on the boys reactions and responses and they appear very happy and settled”

“the children enjoy them”

“good, varied”

Positive comments were made regarding the white board used by children to evaluate the activities and request future activities.

Comments Included:

“encourages the child to be more self aware and aware of others”

“it gets the children thinking”

“it gives you feedback about the children and what they like not the parents”

“if they don't like, they can reconsider thoughts! Also gives voice to all children”

“It makes sure that the children get to make suggestions for future activities”

**ACTIONS REQUIRED - Encourage children to use the homework table. Purchase the karaoke machine. Look into buying musical instruments (taking into account noise levels!) Research funding opportunities for developing the outdoor area in the future.**

### Part Three – School links

Positive comments regarding links to the school. Parents felt that strong links with the school were important. All felt that links between club and school were strong enough.

Comments included:

“This is excellent. Without this help from the NEAT staff, my child would not be able to attend any of the school clubs”

“It allows them to have a full part in school community/teams if they want to. I really appreciate it”

“really like this, the guilt of being at work is eased by you, allowing my child to do the clubs which otherwise he wouldn't be able to do”

“I can't get home to take them or collect, so by NEAT collecting the children can maintain strong links with school and attend school activities”

Parents relayed that links with the school were important because...

“because I rely on you to tell me what's going on, just because I work full time doesn't mean I don't want to participate in my children's education”

“working full time I would be left out of the loop, again guilt eased”

“As a working parent I am unable to be in and around school. So often it's the little simple messages that can make a huge difference to a child's day”

“ I rarely see the teachers, so it is helpful to have someone to relay messages”

“Stability for the child”

Improvements suggested:

A book for each family.

Ensure school are aware of the strong links between club and parents to encourage communication links between school and club.

A message book for all children is in place for passing on messages between school and club.

**ACTION REQUIRED – Pass on to school a copy of this questionnaire result to pass on parents thoughts and suggestions.**

Part Four – Positive Behaviour

Positive feedback, parents relayed that they felt it was good that the children had made their own rules. Parents felt it was important that children had rules. No more rules were suggested for implementation.

Another suggestion for star awards was a reward for children who came out of school with all bags, kit, jumpers etc!

Comments Included:

“ I think you are doing everything you can”

“it makes them feel valued and makes them think about their own rule”

“Children feel safe within boundaries which may become more flexible as they respond with respect and thoughtfulness. You are doing a grand job – keep it up”

**ACTION REQUIRED – Potentially introduce a reward system for children bringing out all their kit/uniform, maybe stickers as this offers immediate recognition.**

Part Five – Mealtimes

Positive feedback regarding the menu, parents liked it and reflected that it was varied and healthy. One parent requested that tea be served earlier (at 4.30pm). Another parent questioned alternatives that were offered, these include toast, a sandwich or a choice with many of the meals eg, a selection of cereals, soups, salads, fruits, fillings, bread or wraps. One parent commented that the needs of children are met by providing a sandwich for early collections.

Comments included:

“I am delighted the boys are now able to have breakfast everyday – such a good start, thanks”

**ACTION REQUIRED – Tea is now served at about 4.30pm. Menu to be improved in connection with the SMILE project and feedback from children's questionnaires. New menu to include more choice and alternatives.**

Further Comments:

“it's brilliant, my child loves it and hates coming home early! Knowing there is loads of staff and all love their job it's really easy to go to work knowing my child is happy and comfortable. Thanks”

“Just to say how delighted we have been since day one in September. The boys are more secure and I feel far greater confidence dropping them again”

***This is a really positive start to NEAT fun club. The staff and I would like to thank you all again for your support and your comments. We value your opinions and suggestions, so please share them with us. We also have our comments/compliments forms on the notice board. Thanks again!***

## NEAT kid's questionnaire results.

We had a 40 per cent response rate from this questionnaire. Thank you for taking the time to complete these and thank you parents for your help too.

### Activities

Favourite Activities expressed were (in order of popularity)

Football, drawing, Wii, Going outside, jigsaws, sports, reading, skipping, cricket, writing club, painting, wrestlers, play dough and construction toys.

Some children did not like; badminton, skipping, football, prams and babies.

Suggestions for new toys and activities were; tec decs, new goal posts, basketball, more skipping ropes, hide and seek, toy story characters and an x-box 360.

This shows the diversity of interests of the children attending club! We hope that by providing a variation of activities and freedom of choice that we can please them all!

**ACTION** – To purchase some new equipment to meet these needs in the future! We have introduced an achievement ladder, the winning team will get to choose new equipment for the club! (Sorry, we have a Nintendo wii, so an x-box 360 as well is not possible!)

### Meals

Waffles and beans, tortilla wraps, soup, fruit and yoghurt were the favourites as well as the curry which we did once as part of the cookery club!

There were a few dislikes including spaghetti on toast, soup and curry!!

Suggestions for things to add to the menu were noodles, crackers and cheese, spaghetti bolognese, pizza and lasagne!

**ACTION** – New menu to consider these suggestions and to offer more variety to account for the varying tastes! Cookery club to make Chinese with noodles, spaghetti bolognese lasagne and pizza in the near future!

All the children liked helping themselves; "it's really better and perfect".

### Clubs

All the clubs on offer were popular with varying ratings. The wii club was the most popular. We shall continue to run these whilst the children enjoy them.

New clubs the children would like included; drawing, art, craft, hockey, football and a "nice people club".

**ACTION** – We shall introduce an art and craft club. Hockey and football can be included during sports club with Joe.

### Homework Table and Reading!

Mixed feelings regarding this, some do like the idea and some not.

**ACTION** – We are now putting away the active play area after tea to quieten down the mood towards the end of the night as children are starting to get tired. The homework table and reading will be offered by staff at this time, as well as table games like dominoes and jenga and the NEAT writing club!

## Rules and Awards

Amazing result; all the children liked their rules and they all said they can stick to them (maybe they just forget them sometimes!!) They all agreed that rules were a good idea, all liked the star awards and all wanted more awards.

Suggestions for more star awards were; bravery award, weekly star, dancing award, star of the night, good friend award, tidy, helpful award and a pink award!!!?

**ACTION** – Awards are great but difficult to monitor sometimes for busy staff. We have, therefore, introduced an achievement ladder that children work towards in key group teams. So if the children are particularly brave, helpful, tidy, a good friend, a star of the night or the week or even if they are particularly good at dancing or being pink! This will help their team climb a rung of the ladder towards choosing new toys for the club!

*Thank you for helping us make this club as NEAT as it can be and everything that you want your club to be!*