

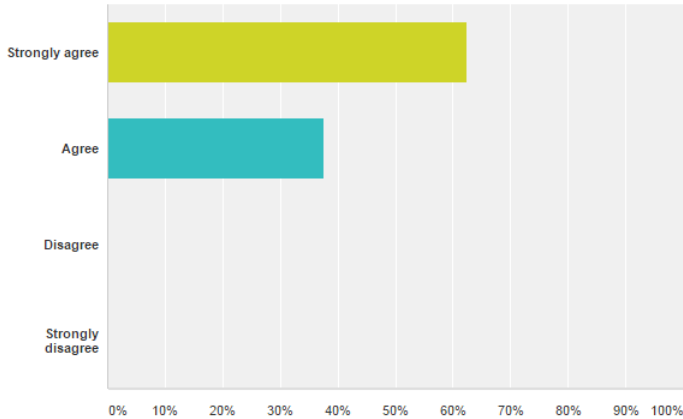
Parent/Carer Survey 2016



Welcome to the Lookout club at Meldreth Primary School parent/carers survey. We review parents' views each year to check that we are offering an excellent service to our community. Below are the most recent the views of parents...

My child is happy at the club

Answered: 16 Skipped: 0

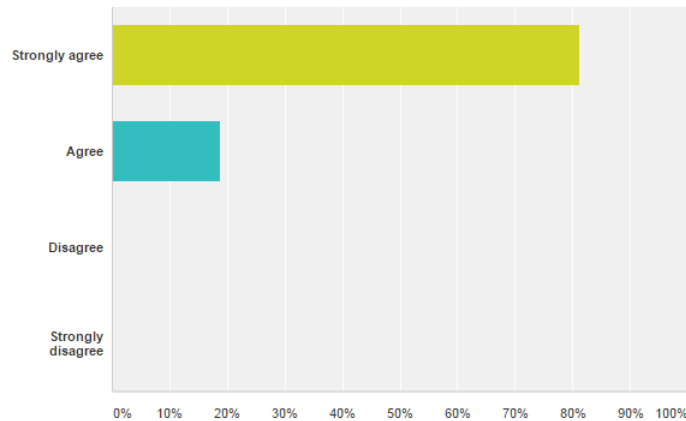


All parent/carers agree or strongly agree with the statement **my child is happy at the club.**

All parent/carers agree or strongly agree with the statement **my child is safe, well supervised and feels secure at the club.**

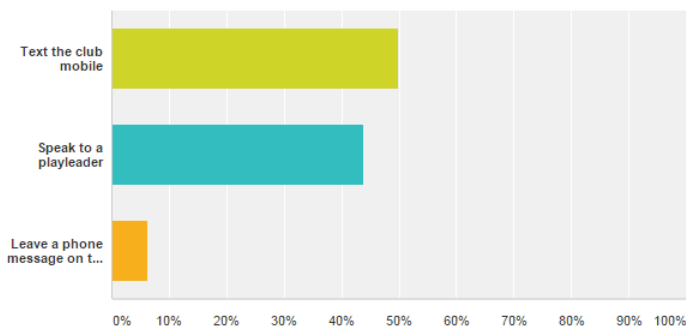
My child is safe, well supervised and feels secure at the club.

Answered: 16 Skipped: 0



Our mobile phone is on during club hours and is checked before and after club for messages. We will check with the school and make a phone call to you if we are expecting your child and they do not attend. How would you prefer to communicate with the club?

Answered: 16 Skipped: 0



There are three ways to contact the club to make or cancel bookings.

- 50% of parents prefer to **text the club mobile**
- 44% would **speak to a playleader**

The least preferred method was to **leave a message on the club mobile**

The very large majority of parents/carers (94%) agree or strongly agree that **the club booking system is easy to understand.**

You say...we would like booking forms returned.

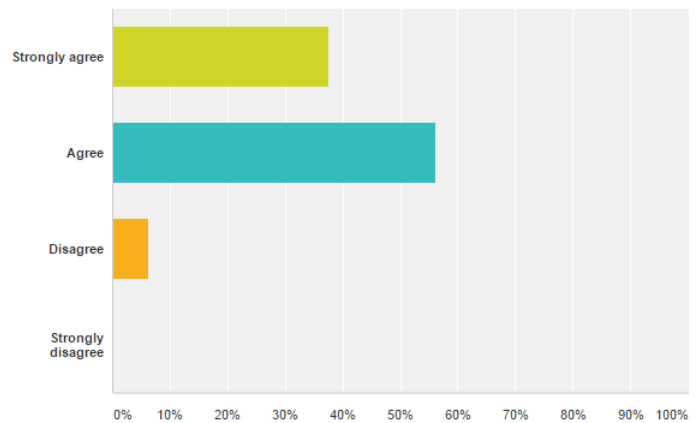
We say... we will start this with summer term bookings.

You say... introduce a change of attendance form for those who need the same fixed days each half term.

We say... we will start this with summer term bookings.

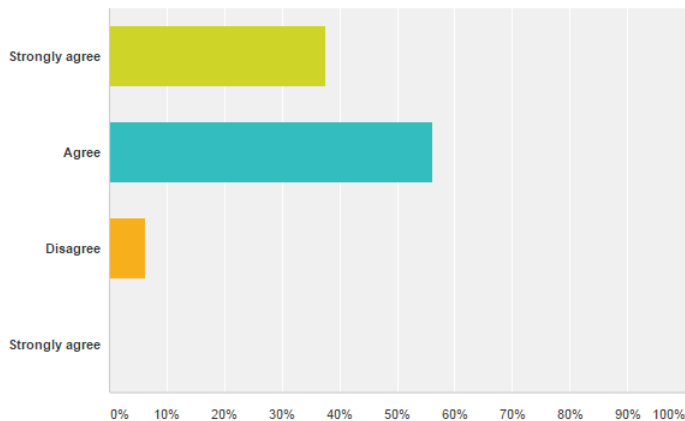
Our club is getting busier and we may not be able to offer adhoc booking on busy days soon.The booking system for regular half termly bookings is easy to understand.

Answered: 16 Skipped: 0



As part of the School Food Plan, a new set of standards for all food served in schools was launched by the Department for Education. They become mandatory in all maintained schools and before and after school clubs from January 2015. Our fortnightly menu is displayed on our noticeboard. My child is happy with the range of healthy food offered at the club.

Answered: 16 Skipped: 0



The very large majority of parents/carers (94%) agree or strongly agree with the statement **my child is happy with the range of healthy food offered at the club.**

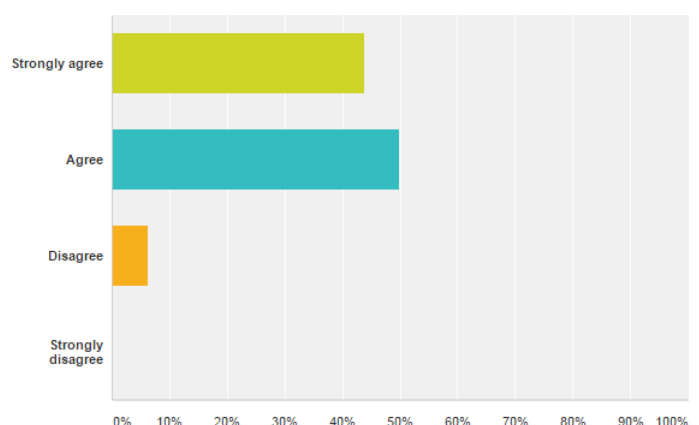
The very large majority of parents/carers (94%) agree or strongly agree that club **invoices are easy to understand.**

You say... it would be helpful for the school to proactively register for all childcare voucher companies.

We say...We currently register with all those we are aware parents use. Please ask for us for new registration.

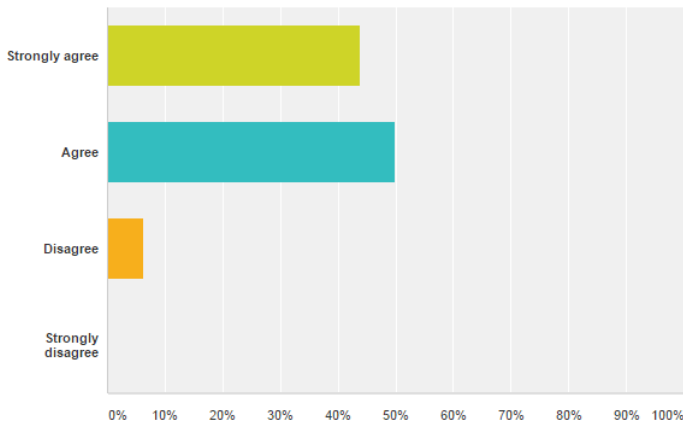
Club payments can be made via childcare vouchers, or cheque or cash by handing to a member of staff or using the internal school letterbox. Our invoices are easy to understand.

Answered: 16 Skipped: 0



The hours of opening meet my needs.

Answered: 16 Skipped: 0



The very large majority of parents/carers (94%) agree or strongly agree that **club opening hours suit current needs.**

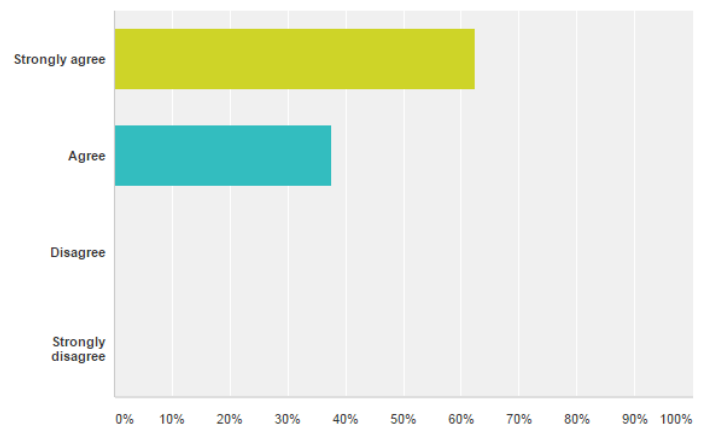
You say... an opening time of just five minutes earlier in the morning would make it easier to get the 7.45 train to Cambridge.

We say... We will investigate this further with staff.

All parents/carers agree or strongly agree that club **staff communicate well with children.**

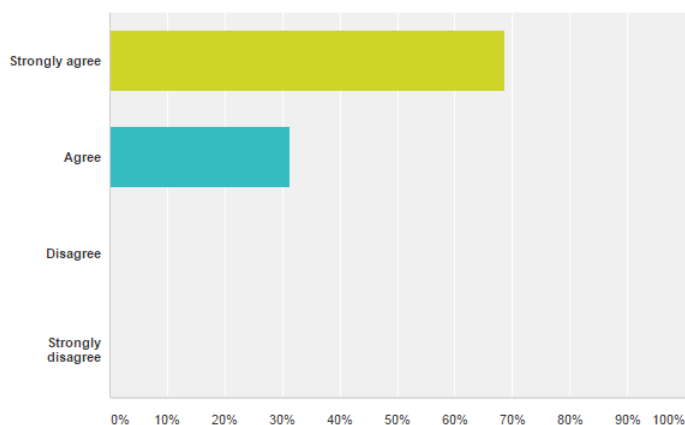
Staff communicate well with my child and listen to him/her.

Answered: 16 Skipped: 0



I would recommend the club to other parents/carers.

Answered: 16 Skipped: 0



All parents/carers agree or strongly agree with the statement **I would recommend the club to other parents.**

We would like to thank all parent/carers that were able to fill out our questionnaire. All the feedback that we receive helps us improve and deliver the kind of provision that parents want. We are very pleased with the extremely positive feedback that the club received.

Mrs Sasha Howard