

Consultation Report

Parent & Child Feedback

November 2010

During August 2010 and October 2010 questionnaires were sent to Holiday Scheme and Breakfast / After School Club providers respectively to hand out to families using their clubs. The purpose of the questionnaires is to ascertain the satisfaction levels of the Out of School service users.

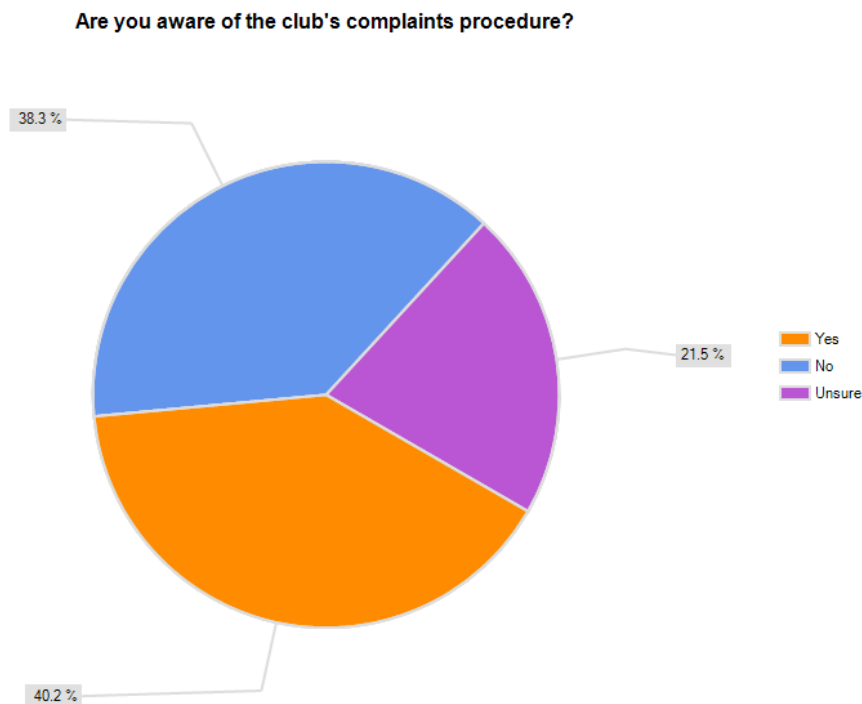
The Results – Parents / Carers

The first section asked parents what was most important to them when choosing their child's out of school childcare. A wide variety of responses were received but overall parents listed their child's safety and happiness, cost, location, opening hours and staff as their main reasons. The full list of responses is available in appendix 1.

In the next section parents were asked about the fees, opening hours and age ranges on offer at their clubs overall parents were happy with all three of these areas.

- 91.4% said **YES** the clubs fees were reasonable for the care on offer
- 91.5% said **YES** the opening hours were suitable for their needs
- 93.3% said **YES** the age ranges were suitable for their needs

Parents were asked if they were aware of the clubs complaints procedure, only 40.2% said they were with the remaining 59.8% of parents stating either they were not aware of the complaints procedure or they were unsure.



It is an Ofsted requirement that providers make their parents aware of their complaints procedure. These results suggest that providers need to do further work to ensure their parents are aware of this procedure.

59.4% of parents said that they had had the opportunity to view the clubs policies and procedures.

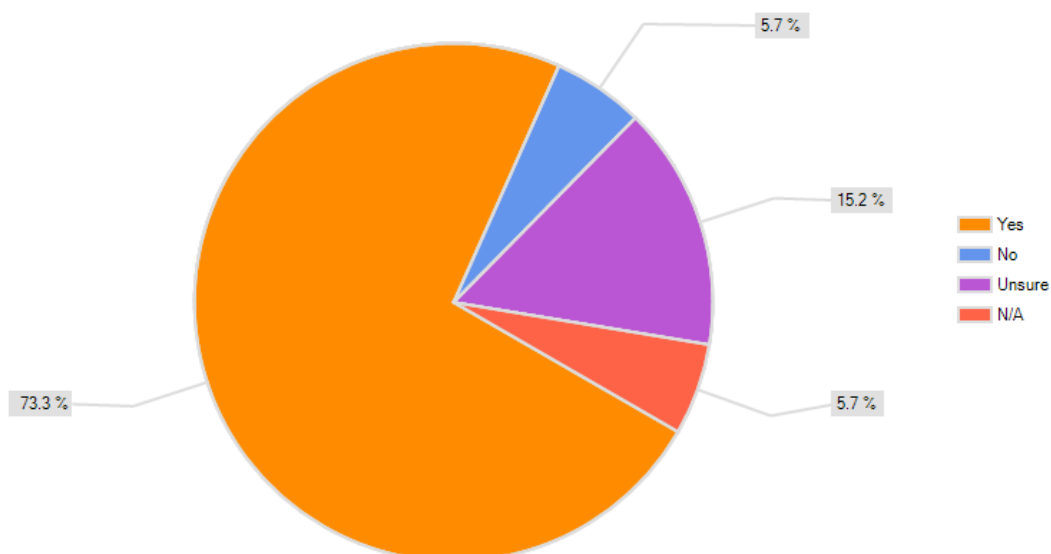
Providers must remember that this is also a requirement of Ofsted and should ensure that all parents have this opportunity.

Parents were asked questions about the club environment the vast majority were happy that the club was welcoming, clean and safe.

- 96.3% said **YES** the club environment was welcoming
- 94.3% said **YES** the club environment was clean
- 96.2% said **YES** the club environment was safe

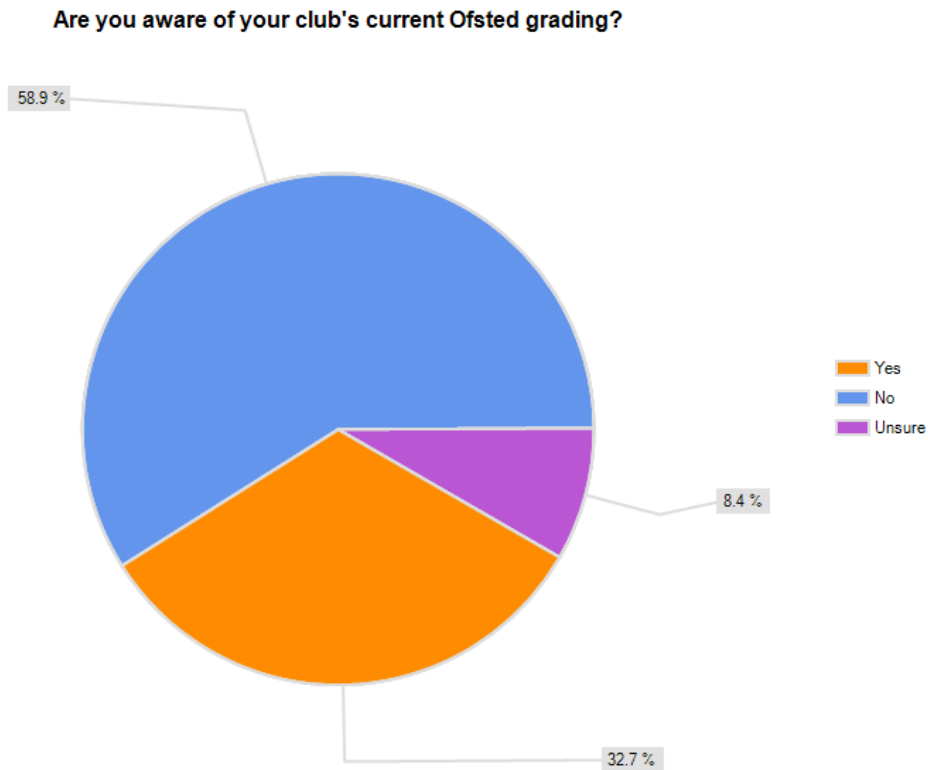
Parents were asked if they were happy with the quality and nutritional value of the food provided. Although the majority of parents said they were this questions received lots of comments.

Are you happy with the quality and nutritional value of the food provided?



Some parents commented that either the food was too much for snack time and it was provided too late as they had a meal with their children once they got home. Others felt that the children were not given enough to eat and went home hungry. Providers must be very clear with parents what the purpose of their snack time is, are parents expecting their children to have a meal at the club or just a small snack to keep them going until they get home for their evening meal with their families?

Parents were asked if they were aware of their clubs Ofsted grading. 58.9% of parents said that they were not.



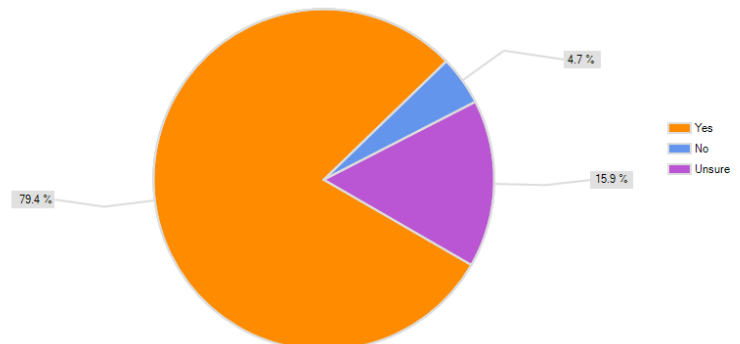
A small number of the parents who responded were from clubs that were exempt from registration or those whose grading is included as part of the school inspection. This could have affected the results on this question. However, providers are required to share their Ofsted inspections with the clubs users. Providers should ensure that their inspection reports are available to parents at all times.

Parents were asked if they had an alternative choice, would they still choose to use their current childcare provision. 79.4% said that they would, only 4.7% said no they wouldn't with 15.9% of providers being unsure.

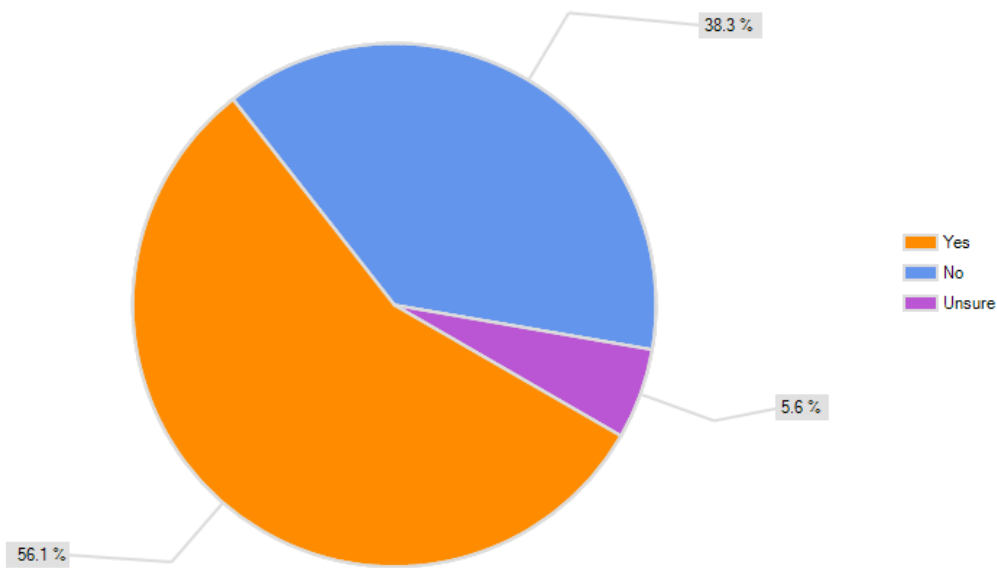
This indicates that overall parents are happy with their existing out of school childcare despite the fact that many parent don't have a choice for example due to the number of clubs that collect from their child's school.

89.7% of parents said that they were happy with the variety and quality of the activities on offer for their children at their club, 7.5% were unsure.

If you had an alternative choice, would you still choose to use this childcare provision?



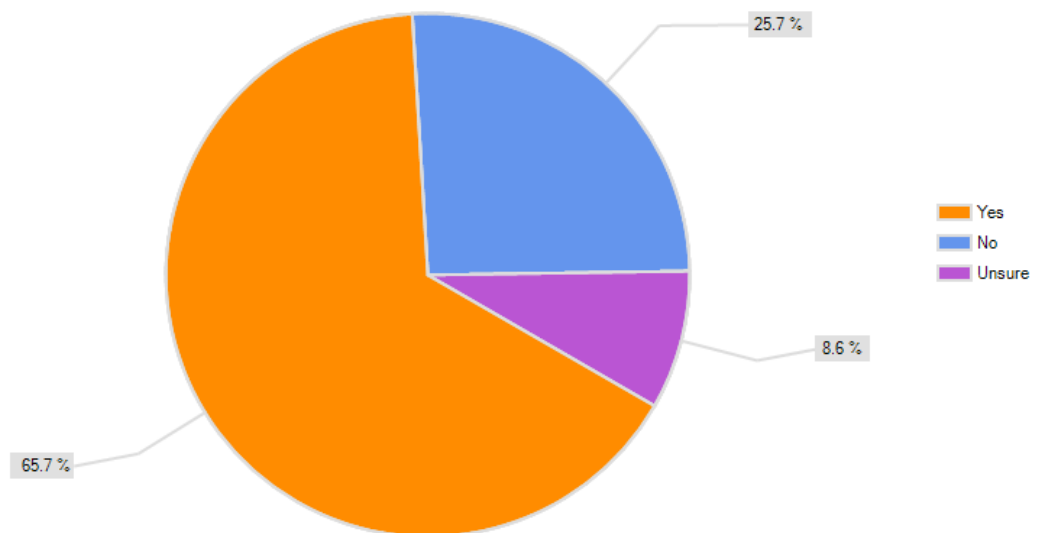
Do you receive daily feedback on your child's time spent at the club?



Parents were asked if they received daily feedback on their child's time spent at their club and whether or not staff shared their child's achievements and observations with them. 56.1% of parents said they received daily feedback and 65.7% said that their child's observations achievements were shared with them.

Although the majority of parents answered that they did receive daily feedback and that their child's achievements and observations were shared with them there is still a high percentage from each question who are not receiving daily feedback or hearing about their child's achievements. Providers need to consider this and develop systems to ensure effective communication particularly those in breakfast clubs as parents do not see their children directly after the session.

Do the staff share your child's achievements and observations with you?



Parents were asked if they were aware who their child's key person was within the club. This question only applied to those children in the Early Years Foundation Stage, only 45 of the responses were from parents of children in the EYFS so the results from this question are from a relatively small sample.

- 48.8% said **YES** they were aware who their child's key person is
- 40.0% said **NO** were not aware who their child's key person is
- 11.2% said they were **UNSURE** who their child's key person is

94.2% of parents said their child was happy to attend their out of school club and 92.3% felt that their child was recognised as an individual.

A box was provided for parents to provide additional information on any of the questions in the above sections to which they answered no. The full list of responses is available in appendix 2.

Parents were asked if their child had any impairments or additional needs. 8.4% of those who responded said yes. Parents of children who said their child had an impairment or additional need were asked if their child's individual needs were being met 85.7% said yes.

Providers should remember that if they are caring for a child with an impairment or any additional needs they can contact the Out of School Development Officer for SEN / Inclusion for support or advice to ensure that all children are fully included in all activities and that they are able to meet the individual needs of every child in their care.

Finally parents were asked if they had any additional information they would like to share to help the Out of School Development Team to raise the quality of out of school childcare in the London Borough of Ealing. The responses to this question are available in appendix 3.

The Results – Children

Children were asked to respond to their questions by selecting one of the faces to represent the following

 Yes

 No

 Unsure

In the first question children were asked if they felt happy at their club 88% of children said that they were, 10% said they were unsure and only 2% said they were not.

When asked if they had fun at the club 90% of children said they did, 9% said they were unsure and 1% said they did not.

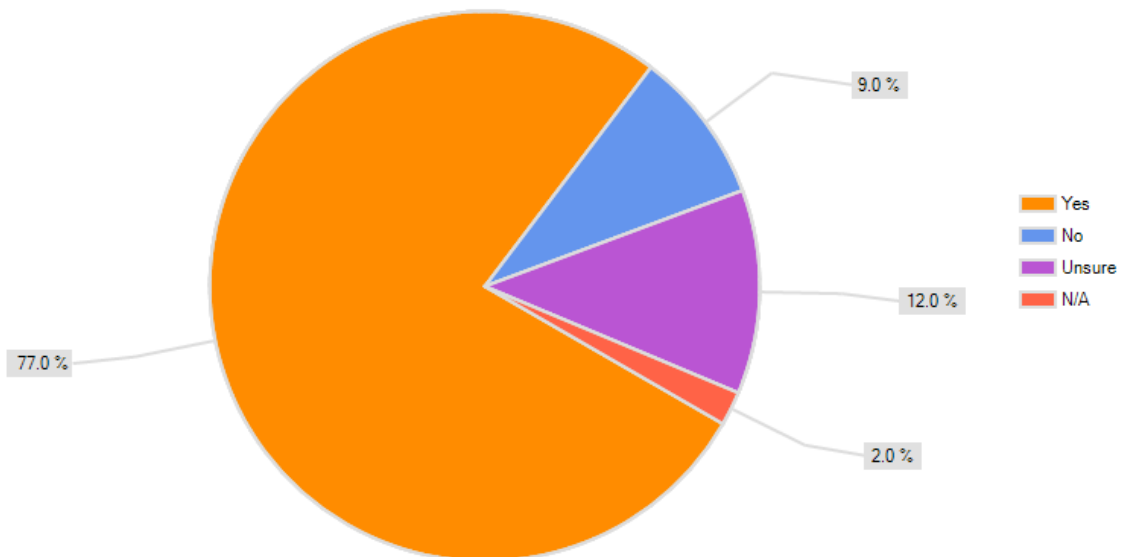
Children were also asked if they enjoyed going to their club 87% said they did, 11% said they were unsure and 2% said they did not.

The majority of children (85%) said that they felt safe at their club but 12% were unsure and 3% did not feel safe at their club.

Providers may need to carry out further consultation with children to find out what makes them feel safe and what makes them feel unsafe.

Children were asked if they liked the food in their clubs.

Do you like the food provided?



Whilst the comments from the parents / carers raised some concerns with the food offered at clubs 77% of children said they liked the food that is provided.

Children were asked if they thought they were listened to and if they decided what activities they would like to do:

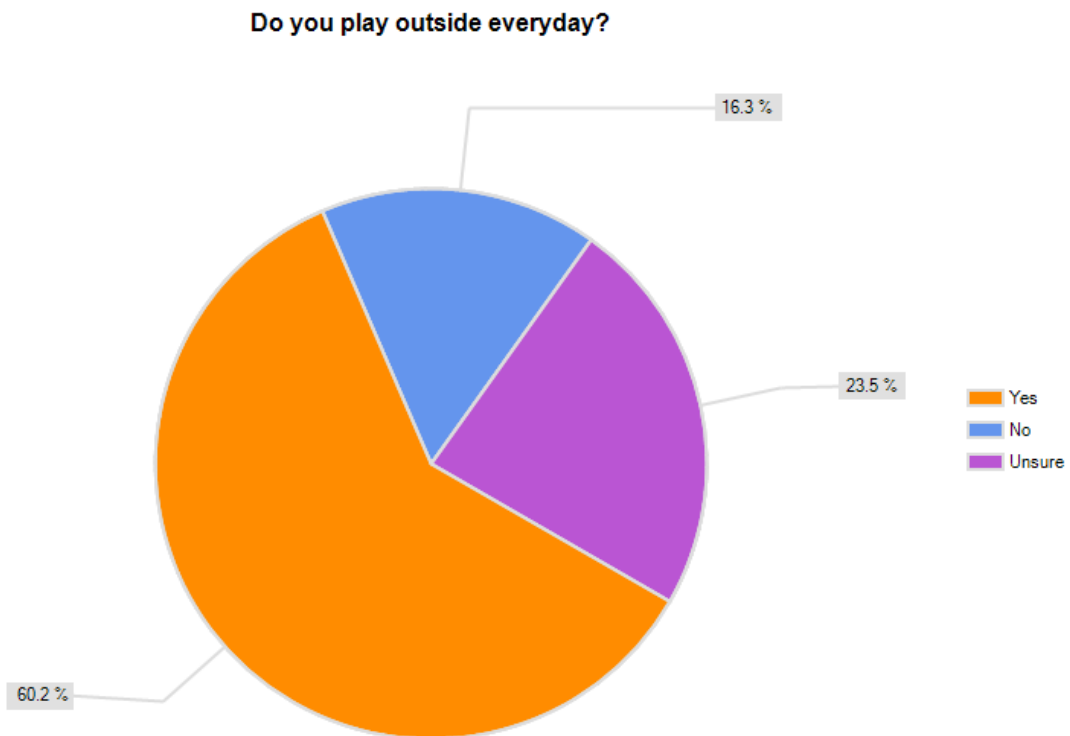
- 80% said **YES** they did think they were listened to
- 73% said **YES** they decided which activities they wanted to do

- 4% said **NO** they did not think they were listened to
- 8% said **NO** they didn't decide which activities they wanted to do
- 16% said they were **UNSURE** if they thought they were listened to
- 19% said they were **UNSURE** if they decided what activities they wanted to do

Providers need to ensure they are listening to children at all times in their clubs. Children must be able to express their opinions on various issues and staff should take this into consideration in their everyday practice.

Children were asked if they liked the toys and games at their club 88% said they did, 11% said they were unsure and only 1% said they did not.

Children were asked if they had the opportunity to play outside every day the responses were as follows.

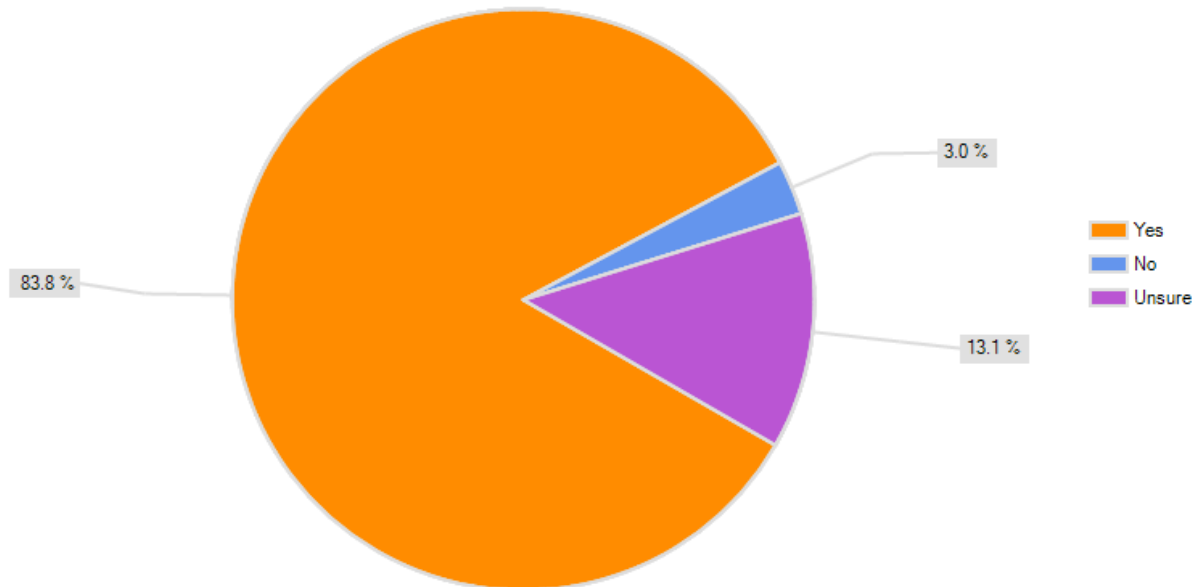


Only 60.2% of children said they played outside everyday with 39.8% either responding that they did not or they were unsure.

Outdoor play is important for children to ensure they get a change of environment, physical activity and fresh air, particularly for those who have been in the classroom for most of the day. Children should be able to play outside in all weathers provided staff ensure they are dressed appropriately for inclement weathers.

Children were asked if they would recommend their club to their friends, the majority said they would.

Would you recommend your club to your friends?



83.8% of the children said they would recommend their club to their friends this indicates that overall the children are pleased with their out of school clubs.

In the final sections children were asked what activities they enjoy, what activities they do not enjoy, what else they would like to do at the club and if there was anything else they would like to tell us about their club. The responses to these questions are available to view in appendices 4-7.

Appendix 1

What is most important to you when choosing your child's out of school care?

1. My child's safety.
2. Caring Staff, Facilities, hours of opening.
3. Friendly enviroment, as little travel as possible, safe
4. A familiar environment and proximity to home.
5. Proximity to school reasonable fee's happy staff children
6. That they are safe and happy.
7. Safety and happiness of my child.
8. He is happy, cost, safety, variety of activities.
9. Safety, friendliness of staff, accessibility.
10. Staff are appropriately trained. Knowing that my child is in a secure and safe environment. Knowing that my child is in a stimulating environment.
11. Safety, reliability and a safe place where my child learns and develops her skills further.
12. Care provided, food given - ref breakfast club, cost
13. Safe and secure environment, with lots of activities to choose from.
14. Caring enviroment, fun place to be, close to school.
15. My child is happy to attend
16. Safety, convenience, cost
17. location, price, safety staff
18. location, price, safety staff
19. Safety, reliability and enjoyment.
20. That my child is safe and happy.
21. Safety, responsible staff, lot's of activities.
22. Safety and security
23. My child has to be well cared for, no harm to come to them and my child must feel happy to attend.
24. The hours, the environment, whether my child's happy and feels comfortable
25. The hours, the environment, whether my child's happy and feels comfortable
26. Trustworthy carers, physical activity, mixing with other children.
27. Safety, Opening hours, Quality / Friendliness of staff, Location, Cost, Activities, Staff to child ratio
28. Safety and joy of my child
29. To have enjoyable tome with friends in a safe environment
30. Safety and that my child feels happy
31. Safe and friendly environment, nice staff, various activities for her development
32. Safety
For the child enjoying going to the club

What is most important to you when choosing your child's out of school care?

33. Safe environment, cost, variety of activities, location
34. Diversified activities that are suitable, supervision, observation, communication with parents.
35. Language spoken, clean, welcoming, structure and time schedule
36. Safe, clean environment
37. Environment and staff
38. Variety of activities, cleanness
39. Language
40. The price
41. Caring environment, approachable staff, loving staff.
42. Location, staff and facilities
43. That she / he is happy to attend.
44. The cost and the activities that they do.
45. Children to be well cared for.
Children to be happy.
Available hours.
46. That he is happy and appropriately engaged in appropriate activities.
47. Safety
48. That he is safe and happy.
49. Safety
50. That she feels safe and happy.
51. Good Care.
52. Flexibility and contact with other children. Safety, supervision and facilities.
53. Care and attention given to the child.
54. Near to school and home so with peer group.
55. That the club is welcoming, Ofsted registered, my child likes the feel of the club, there is a variety of activities both indoors and out, the staff engage with the children and the staff are committed to continued professional development.
56. Availability, charges, job skills
57. That she is safe and happy. That she has a range of activities she enjoys and stimulates her.
58. Quality of staff
59. Friendliness of staff
60. That they are safe and happy
61. That my child will be well looked after, happy & entertained. I want him to feel comfortable & enjoy going.
62. Safety
63. Safe, friendly, stimulating environment
64. Safety & happiness of child
Hours (8-6 is preferred)
Cost
65. Focused and dedicated staff

What is most important to you when choosing your child's out of school care?

66. Safety
67. Nice range of activities in a secure environment.
68. That my child is safe and has lots of fun.
69. Provide a lot of activities & games
70. Safety
Educational Activities
71. Opening hours & distances
72. Safe, CRB's, space (venue), friendly staff structure, discipline.
73. What is important for us is that our child is in a safe environment with children her age and she has a good time.
74. That he enjoys going, the times and dates suit our needs, it is safe and that they offer a variety of activities and are well staffed.
75. Facilities, in terms of health and safety.
Reputation of child services and very friendly staff
76. Ensuring that my child will be well cared for & having lots of fun through interesting and fun activities.
77. Safe environment
Easy to get to
Activities
Cost
78. Safety
Educational activities
79. My child's safety, enjoyment
80. Locality, activities available, qualified staff, flexible hours also costs
81. Confidence that my child is safe and happy
82. That my child is safe & happy at club
83. Safety, hours and happy child
84. Activities, opening hours and venue
85. Transport and quality of provision
86. That she is happy and feels welcome
87. Location & Price
88. Costs, location, safety of my child, happiness of my child
89. Somewhere that will be fun and safe
90. Somewhere that will be fun and safe

Appendix 2

If you answered no to any of the above questions please use this box to provide any additional information.

1. Food is very basic - slices of bread with butter for afternoon tea. Also food is limited and children sometimes hungry. Daily feedback not necessary, communication between staff and parents is excellent.
Not aware of keyworker but staff know my child.
2. My son only attends 2 days a week for a total of 1 1/2 hours. To me I just need to know he is safe.
3. I drop my children in the morning who are then walked in to school so I do not see the staff to get feed back on their achievements.
But I am very happy with the club as they are.
4. They're not relevant to a breakfast club.
5. If my child does not want to take part in activities (i.e. when tired) she should be allowed to sit and watch (this is not an issue with the breakfast club).
6. Child has been at breakfast club for half a term so we are unable to answer yes to few questions but not because we are unhappy. He seems to enjoy breakfast club.
7. My children only attend breakfast club once per week however, if there was an issue I would expect to be told.
8. There are 3 individuals who look after my daughter, so I don't feel I need to know who her key worker is
9. Would rather less sugary breakfast cereal which is occasionally (I believe) on offer - would prefer for example shreddiees instead. Having said this, I noticed weetabix at the breakfast club this am so this is good.
10. The place at the moment seems a little unsafe and unclean. I would like a bit more feedback.
11. I believe that £7 per session, per child is too much, compared to other ASC which can range from £4-£5 per session per child.
12. As the after school is being re-built at present there is no real safe place for the children to stay and play. They are currently using the Music room.
13. I do not know the breakfast clubs current Ofsted grading but if it is the same as the schools then all is well.
14. Complaints procedure might have been given to me last year. Need a copy of the Ofsted report.
15. Feedback is not on a daily basis but if I asked they would b happy to comment.
16. The food is not healthy, most times they get 2 crackers, and the children are often very hungry. The current leader does not appear happy and does not encourage happy play. Children cannot sit still and not move.
Parents are wary of complaining as there is not much choice and the children may get picked on. A few parents have complained and nothing has happened.
17. My child is 8 and has always been VERY happy at the A S Club
18. I think I did when my child first attended the after school club.
I suppose that I could go online to find this information.
19. They often have the same things regularly. A bit more choice would be good. Nutritional value seems to be ok.
20. 18:15 would be a good collection time or even 18:00
I'm not aware of the Ofsted grading
I'm not entirely sure what their snacks are
My child seems happy enough, but he does say for some reason, that he does not enjoy going to the ASC
21. Could the prices be made cheaper? Especially if 2 of my kids attend.
Would it be possible for breakfast club to be open at 7:30am? Currently opens at 7:45am.
22. A variety of activities for over 8's would be welcomed as sometimes my child is bored because the activities are pitched at a younger age group.
23. Fees could be cheaper.
24. If you have a child that can't tell you how their day has been daily feedback sheets are really important not just for what they have done but also what they have eaten and drunk and their general mood.
25. The clubs Ofsted grading should be made clear in the application forms.
26. They should do the playscheme to age 15 or at least 14 years
27. It would be really helpful if playscheme ran during the first week of the xmas holidays (at least until 23rd Dec).

If you answered no to any of the above questions please use this box to provide any additional information.

28. Age range at xxxx holiday club is too wide. Although my child is happy there, this is my concern. Recommendation: divide the age groups between infants and junior.
-
29. The fees are expensive if you have more than one child and there is no alternative if you are working. There isn't a uniform charge across London in Lambeth it's free.
-
30. I haven't been shown any specific policies & procedures for xxxx Play Scheme but have read those attached to application form. Don't know Ofsted rating currently.
Daily feedback - only if I ask but very approachable lovely staff.
Not really heard their observations or my child's achievements other than from her directly.
31. Information may be displayed on the wall of the club but I haven't had time to read it as I'm always in a hurry since the hours of care don't allow me to do a full working day.
32. I am not sure where to find the Ofsted report.
-
33. Venue - not happy this time (but understand) prefer xxxx more space, more modern and new.
34. Feedback & achievements - info given if asked
-
35. I can check Ofsted report online, but happy with what I see so have no concerns about checking Ofsted report.
Some feedback received but not daily (but relevant feedback is given)
-
36. Would prefer less of an age gap
No, compared to xxxx, the club seems less organised and even chaotic on some days
Staff at xxxx seem more attentive
More structured play at xxxx
37. We will find out the Ofsted grading
38. I understand that staff are very busy being with the children, but it would be great to receive at least end of week feedback
39. Policies, procedures of club haven't been seen.
Will look up Ofsted grading.
-
40. Have not looked at Ofsted report but it is on display
41. Have not looked at Ofsted report but it is on display
-

Appendix 3

Please give any additional information you would like to share to help us raise the quality of out of school childcare in the London Borough of Ealing.

1. Access to this facility is limited due to lack of accommodation due to the growing number of children in the school. This facility should be available to all parents.
The care of the staff at this breakfast and after school club is exceptional and should be an example for other clubs.
2. I think the breakfast club is a brilliant idea. It really helps working parents of younger children.
3. I am very happy with the ASC. It is well managed. The staff are professional and supportive.
4. Re food provided
I would like fruit juice available as a choice as well as squash and especially at breakfast time juice should be on offer.
5. It's a model after school club in my opinion.
6. All the staff are extremely caring, friendly and welcoming, especially the owner. My sons adore the breakfast club - and so are there by choice.
7. More places needed as waiting list is very long.
8. Staff are always willing to help, and are great with kids.
9. More encouragement / quiet area / time to get on with homework and qualified help with it if needed. My boys rarely do their homework in ASC, so by the time we are home and have had dinner it is getting very late, they are tired and should be getting off to bed.
10. It is convenient to have these clubs based at or near the school the child attends - preferably still at the school for safety reasons as well as the child's feelings of being in a safe recognised environment.
11. In relation to holiday clubs, these must relate to parents working hours e.g. some of these start at 10am and finish at 4pm.
12. The breakfast and after school club is a family unit and all the children love attending the club. The staff are lovely, caring individuals, who take great pride in their roles. The raise the quality of other clubs maybe they should make more childcare clubs as welcoming as possible for children, more families would appreciate approachable staff like our clubs personnel.
13. It would be nice if children are given the option to do their homework during the after school club. This would help them immensely as sometimes they are too tired to concentrate by the time their working parent/s collect them.
14. Help with some homework and reading, because of amount of homework given at school it becomes difficult to do this all at home as child tired from a full day out.
15. A mix of male and female carers would be welcome.
16. I am really happy with the club. It makes my working life easier knowing that my son is well cared for. Staff always willing to give advice on child issues when I need help, especially as a first time parent.
17. The snacks on offer are not particularly healthy and far too much is offered, it is just a snack and we have dinner when we get home. I would like my child to have 'A' slice of toast, crackers, crumpets fruit etc NOT noodles, spaghetti on toast, beans on toast etc. The snack is also quite late at 4:40ish.
18. It would be better if there were more than 2 weeks of the Playscheme in the 6 weeks summer holiday and if there were some days over the Christmas break as well. It would also be reassuring to parents to know that all the playscheme staff had prior experience with special needs.
19. It would be nice if the children had more sports equipment available.
20. They should raise the age limit
21. From my observations and feedback from my son, the play leaders do a good job. They are warm and friendly and attentive to the children. The Play Leader / Senior is very open in sharing information.
22. To offer more activities for older children above 12. xxxx offer more help for children with SEN needs.
23. Generally very pleased but would prefer 8-6 opening hours.
Also although my children wear old clothes it would be nice if washable paints were used, especially given the age group.
24. Need better accident reporting.
25. The staff have been very supportive and wonderful. I want to express my gratitude to everybody for making my son's holiday a very happy experience.
26. It's helpful for working parents if opening hours are 8am-6pm

Please give any additional information you would like to share to help us raise the quality of out of school childcare in the London Borough of Ealing.

27. I am very happy with the out of school childcare provided maybe extended hours to 6pm would be desirable for working parents.
28. Very good value for money and excellent programme for the children
29. More fun activities
30. Staff need to communicate with parent about what their child has been up to for the day and may be what they will do the next day (weekly timetable will be nice).
31. Possibly new venue in Acton apart from xxxx
Some staff not so friendly could be more interactive with parents!!
32. It would be useful to know more about the clubs procedures and policies, also to get more feedback about the questionnaires as it would be useful to know what other parents felt. This would be useful in the future
33. Though the Priory seems fine, alternative activities in art & craft would be good as well as cooking.
34. Very good playschemes children enjoy activities
35. More fun activities
36. It helps to have a mixture of activities such as sport, arts & crafts & trips. Also good to sustain same team leaders in club. In particular young, energetic staff so children continue to be motivated. My extreme thanks to xxxx for keeping my son motivated and extremely happy. He has also matured as a person!
37. Very happy with the club but would prefer the children not being allowed to watch TV and DVD's during the day.
38. Would prefer on TV/DVD at clubs
39. Your standards are high and would be excellent if the few no's were eliminated.
40. It would be of benefit to allow parents to have a choice of what days or time is allocated. As a working parent I have found this process of just being told your child has only this day or that has been extremely stressful
41. I feel that the club needs to include activities in the fee.

Appendix 4

What activities do you enjoy?

1. Wii and outside activities.
2. Going outside and playing football.
3. monkey game
4. Reading the comics
5. Drawing and playing with the farm
6. Colouring
7. Having my breakfast at school
Some games
8. Colouring in books
9. The monkey game, watching XX colouring his robot, the cars
10. Lego, drawing, running outside
11. Enjoys playing with play dough play with other friends.
12. We enjoy drawing
13. Painting and playing house.
14. Both love playing with Lego the most.
15. Painting
16. Drawing and playing games
17. Playing with messy play. Making new friends
18. Building thing's
19. Lego
20. Puzzles, dolls, playing outside,
21. Drawing
22. Playing snaketail
23. Going outside
24. Lego
25. Painting, sports, play dough, quiet game.
26. Free play and playing things outside. I also like drawing.
27. Playtime with the other children
Playing games and colouring
28. Painting, football
29. Going to the field
30. Drawing, Lego, who's who, connect 4 origami
31. Frog-game, connect four, Lego, drawing
32. Playing with Lego and bricks
33. Drawing, playing with other kids

What activities do you enjoy?

34. Playing games
35. Play station 3 Beyblade ball
36. Playing outside
Junk modelling
37. Everything
38. Playing snooker
39. Playing outside
40. Craft work
41. Football / outside games
42. Reading, football, playing with friends
43. Pool
44. Snooker and table football
Colouring and making pictures
45. Drawing, colouring and painting.
46. Playing polo, football.
47. Playing football
Nintendo Wii
48. I enjoy going outside.
49. Playing football.
50. Playing in the sandpit, playing on the game boy and playing football and playing on the new Wii.
51. Lego, painting, playing out, baking (making cakes & biscuits)
52. Playing on the big slide.
53. Playing board games.
54. Computer
Food
55. Playing table tennis, football and building.
56. All.
57. Going outside and singing, dancing, acting with the play leaders.
58. I enjoy colouring, arts and crafts, drawing and reading.
59. Enjoy all activities
60. Outside
61. Day's out
62. Group games
63. Group games
64. Played with xxxx
65. Games
66. Jewellery making & play doh
Playing on the stage and outside

What activities do you enjoy?

Painting
Dancing and ballet

-
67. Sports day
Games
Baking
Pizza Hut
Party
68. Bug off hairy legs
69. Going on the field
70. Football
Tennis
-
71. Ball games
72. Playing outside, going on trips.
73. Painting
74. Going on trips and playing games
75. Playing football
76. Dodge ball
77. Skipping
78. Playing dodge ball
79. Dodge ball in the hall
80. Games & toys
-
81. DS
Lego
Park
Trips
82. Going on trips & playing games
83. Dodge ball, Swimming, Badminton, Tennis, Bouncy Castle, Running, Singing, Games
84. Dodge ball, board games, trips
85. Arts & crafts
86. Arts & crafts
87. Going to play outside
88. Swimming, crafts, badminton, basketball
89. Dodge ball
-
90. Colouring & sticking
Playing in the playground
91. Dodge ball, clay, painting
92. Playing with Lego
93. Dodge ball
-
94. Playing dodge ball

Appendix 5

What activities do you not enjoy?

1. I like it all
2. Cars
3. I don't like the farm.
4. The farm because I haven't played with it much.
5. Enjoys all activities.
6. We don't enjoy cards
7. Domino's and reading
8. Snooker
9. None
10. Painting
11. Pacman
12. I like all the games
13. Car games
14. Nothing
15. I am not so keen on word searches.
16. Puzzles, play dough as it's too messy
17. Mothers day activities
18. Inside play
19. I enjoy everything
20. She enjoys everything
21. Drawing
22. I enjoy everything
23. Nothing
24. Nothing
25. I enjoy all of them
26. Stacking up chairs
27. Dressing up
28. Writing.
29. Painting or arts more physical games
30. Nothing
31. Walking to after school club.
32. I like all activities.
33. Nearly all the rest.
34. Physical games.

What activities do you not enjoy?

35. Nil
36. Time out
37. I like them all
38. None
39. Discussed playing with the trains
40. Card game "Uno"
41. Playing with naughty boys!
42. Group games
43. Some of the group games
44. None
45. Starbuck
46. Staying inside
47. Ok
48. None
49. Playing ball
50. Not sure
51. Football
52. Pretend food
Guess who
53. NONE
54. Charades & arts & crafts
55. Enjoyed going on trips but preferred going only once a week rather than twice. He was comfortable in the centre.
56. Group activities where you cannot pick your own group.
57. Playing inside
58. Lego
Football
59. I enjoy all the activities
60. I like all the things

Appendix 6

What else would you like to do at the club?

1. I would like better games
2. Love going outside
3. Lego would be good.
4. Drink
5. Play outside
6. I'd like there to be a train track.
7. Play more board games like snakes and ladders, chess and tic tac toe.
8. Like to play with my friends
9. Would love to go to ASC too but waiting list is huge.
10. Writing thing's
11. Listen to music of your choice
12. Be able to play on the computer more
13. Climbing
14. I would like to play board games.
15. Would like to have some computer games
16. Help with snack
17. Help with snacks
18. Drawing
19. Play dodge ball.
20. I would like to do different types of sport outside.
21. Watch movies and cartoons
22. Chess
23. Board games and activities games
24. Have more colouring pens and stuff
25. I would like to have a pack of cards to play with
26. Musical instruments like the 'flute'
27. To have puzzles to play with
28. Wii DS Xbox 360 football
29. TV to watch DVD's
30. More singing
31. Play chess
32. Artistic activities
33. Sport activities
34. Never stack up chairs again

What else would you like to do at the club?

35. Painting
36. Nothing - everything else is fine.
37. Playing football on the grass.
38. Some male workers.
39. Watch TV.
40. More climbing activities.
41. Nothing else.
42. Get better food.
43. More team games and for them to not treat me like I am 7 years old.
44. Lots of trips and wacky warehouse
45. More sports
46. Swimming
47. Nothing
48. Playing with the Play Leaders
49. Painting
50. Books to read (adventure/fairy tales)
51. More cooking
52. Play champ
53. Swimming and horse riding
54. Cooking
55. Not sure now
56. Going to different park
57. Don't know
58. Playing computer games
59. Fun days for the last days at playscheme
60. Cooking on site
61. Build electronic toys, Table tennis, K'nex, Race tracks
62. Not sure
63. More talent shows
64. Unfortunately couldn't think of anything else at this stage!
65. More outdoor play, More cooking
66. Don't know
67. Go outside sometimes on a nice day
68. Days out go carting or going to the fair
69. Make cakes, Play tennis & basketball

Appendix 7

Is there anything else you would like to tell us about your club?

1. We do not get enough food for snack time.
2. No!
3. I like the food but I don't like it when the boys are shouting to close the door or window. But I like the food you give us.
4. It's really good fun.
5. Nice ladies.
6. More activities and games.
7. Proper juice e.g. apple or orange
8. Both are very happy there and really like the staff, especially the owner.
9. It's fun.
10. It teaches us Spanish! It's the best club in the world!
11. I enjoy it.
12. The staff are lovely.
13. I like playing football
14. We should this activity that is a guide dog sponsor chart.
15. I am not sure.
16. It would be nice if we weren't in the music room because there are a lot of things we can't do anymore.
17. It is very noisy
18. We like having competitions e.g. flipping frogs, connect 4, tumbling towers
19. I find it a safe environment for all ages and it helps you bond and get prepared for the day ahead
20. The "Breakfast Club" is nice
21. It's fun to be in the club.
22. It's a fun place
23. Can people come to the after school?
24. Very nice staff
25. That it is very nice
26. Nicer food, more food
27. My club is fantastic
28. The food is very good
29. We are very happy
30. It is very good and I like the food that they give us.
31. Good staff, enjoy it when people from the youth club come on a Friday to play football with us.
32. It's fun.
33. After school club is fun!
34. Lovely jubbly food and great fun because I get to play with my friends.

Is there anything else you would like to tell us about your club?

35. My club is very friendly and safe.
36. No.
37. It is kind of boring.
38. They have snack at 4:30pm (late).
39. The teachers are great and do a fantastic job. They are very kind and interact well with us.
40. Loved the staff
41. I think that they should have a mat for boys and girls because lot of people get hurt when they wrestle with each other.
42. Cool play leaders
43. Likes the play leaders being with the older children.
44. Love everything
45. Lovely teachers.
46. No
47. No!
48. I love it is best one I've been to.
49. The teachers are kind and helpful Thank you for caring for me!
50. Nothing
51. Good club
52. It's fab
53. No
54. No
55. It's really fun and I think they should go on forever!!!
56. Grown-ups are nice.
57. We get told off too easily
58. Good club
59. Gets you fitter
makes you better
Lets you express your feeling
Gives you a chance
Helps you achieve goals
60. My son and I are going through a difficult time at home. This club was like an outlet for him staying at home would have caused him emotional problems in August. He is now more confident, happy and loved attending the club. He also had a good start in school this September. Thank you!!
61. xxxx are my favourite
62. My friends go to the club
63. I liked all the staff
64. It's really fun and I really like the teachers.
65. Staff were very kind.
66. People nice