

Slaley First School  
Before & After School Clubs

**Parent Satisfaction Questionnaire**

(Feedback @ May 2021)

3/9 family responses received – 33%

When you were choosing childcare, what was most important to you?

- Care provided
- What child wanted
- Safety & happiness
- Convenient, proximity to home, hours offered.

What do you like about SFS Before & After School Clubs?

- My child already knows the staff and is familiar with setting
- Friends and Teachers
- It is integrated with the school but does activities that are not directly school related so the children have a chance to wind down.

What do you dislike about SFS Before & After School Clubs?

- Nothing!

Based on your experience, would you recommend SFS Before & After School Clubs to another parent?

- Yes

Do you have any concerns about the way in which we care for your child?

- No

How could we improve our service?

*A summary of responses is on the next page.*

A summary of responses to the following statements:

Statement	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
My child is happy to attend the club	3				
I feel that I have made the right choice of childcare for my child.	3				
My child is encouraged to behave well	2	1			
I have a good relationship with the club staff	2	1			
Staff are approachable and willing to discuss my concerns	3				
The club communicates information well	1	2			
I know what my child does at the club each day			2		1
I AM concerned that my child is bored or unhappy at the club					3
The club is helping my child to become responsible and independent.	2	1			
The club offers a good range of play opportunities and activities	2	1			
I feel that the quality of service reflects the fees charged	2		3*		
The club opening times meet my current childcare requirements	3				
I am happy with the snacks provided by the club	2	1			

Any other comments?

- Communication – maybe there could be a brief summary at pick up re: what the child did and ate at After School Club.
- Flat fee for After School Club is not economical for parents if only need child care for an hour after school – an hourly rate would be more beneficial in this instance.