

Bayston Hill After School and Holiday Club

Questionnaire

In order to ensure we are offering a service that meets the needs of its patrons we ask you to complete this questionnaire honestly. It would be helpful if you could use the comment box to add further detail about your experiences. i.e. What you would like to see more of? What is especially good?

Please feel free to make any other comments on issues that have not been raised.

Your responses will be used to further develop our practice and help us understand your needs.

How old is your child?	
How long have you used our service?	
How often do you use our service?	

Rate your response using the following key: Excellent 1, Good 2, Satisfactory 3, Inadequate 4

	Rating	Comments
Children		
How much do your children enjoy attending the after school and holiday club?		
How well do the activities on offer match your child's interest?		
Service		
We offer regular bookings, shift patterns, one off sessions. How do you rate our flexibility?		
How would you rate our enriched learning environment? (i.e. resources, activities and displays)		
What are the standards for safety like for your child?		
What are the standards for cleanliness like for your child?		

Communication		
How do you rate the information we share on our Facebook page, via texts and on the notice board?		
How easy is it for you to share information with us about your child? (What is your preferred method of communication?)		
Does the verbal feedback on your child's progress at the end of the session give you enough information?		
Staff		
How knowledgeable are the staff when they respond to your questions?		
How well do staff acknowledge your child's achievement?		
School link		
Do the articles in the school newsletter provide you with enough information?		

Please feel free to attach another piece of paper to answer the following:

What are we doing well that stands out in your mind?

What areas can we make an improvement?

Many Thanks for taking you time to complete this questionnaire. I look forward to feeding back to you all.

Tara Thomas