

## **Parent/Carer's Feedback Form Evaluation**

### **Question 1: were our staff friendly and approachable?**

100% of people rated us 8/10 and over.

An example of a positive comment: "The staff at AGOSC have always shown a high degree of professionalism combined with a friendly smile! They are always available to listen to your questions... "

An example of a suggested area for development: "Staff not pro-active at giving feedback, but good at answering questions when requested."

AGOSC feedback: Staff now do their very best to give every parent feedback to parents when they collect their children. If you would like to speak to a member of staff in more detail please arrange a time to see us.

### **Question 2: how do you rate yours and your child's experiences of being included at the club?**

100% of people rated us 8/10 and over.

An example of a positive comment: "My impression is that staff treats all the children very fairly and equally. She really enjoys the club, is never in a hurry to leave, and seems to have met lots of friends of different ages."

An example of a suggested area for development: "Bags and coats are always hard to find."

AGOSC feedback: To encourage the children to hang their coats and bags up we are giving them stars for keeping the cloakroom tidy. We are also looking into additional storage.

### **Question 3: how do you rate the range of activities, resources and trips provided?**

100% of people rated us 8/10 and over.

An example of a positive comment: "Activities are a good mix of outdoors, creative and some time to relax. Holiday club activities are great and again a good mix."

An example of a suggested area for development: "He gets on better with a quieter more structured environment, is there a quiet room?"

AGOSC feedback: Yes, our quiet room is our breakfast room.

### **Question 4: is there anything else you would like to tell us?**

"We are very happy with the service you provide. I am very grateful in your flexibility when working hours have changed. Communication regarding places and payment is excellent. Thank you."

"Within the space allocated I think you are all doing a fantastic job – thanks. Without you, our life would be more complicated."

## **Children's Feedback Form Evaluation**

### **Question 1: what is the best thing about going to Breakfast Club, After School Club and/or Holiday Playscheme?**

Children liked: trips, playing, drawing, colouring, toys, nice workers, friends, playing outside.

### **Question 2: how could Breakfast Club, After School Club and/or Holiday Playscheme be better?**

Children said: "Weetabix at Breakfast Club."

AGOSC feedback: we now provide Weetabix at Breakfast Club.

Children said: "More cooking."

AGOSC feedback: we now do cookery once a week at Breakfast Club, After School Club and Playscheme.

Children said: "more to do inside if raining."

AGOSC feedback: we set up indoor activities for you if you do not want to play outside in the wet.

Children said: "more decent scooters and bikes."

AGOSC feedback: in circle time we talked with the children about how rough treatment of the equipment results in it being damaged and put out of use. We are encouraging the equipment to be better cared for. The year 6 children are holding a Christmas raffle to raise funds to buy new outdoor equipment.

**Question 3: did you make friends with other children?**

100% of children answered yes to this question

Children said:

"Yes, I have made friends with children from different school years."

"I am good friends with my buddy."

**Question 4: were the staff friendly and did they make you feel welcome?**

100% of children answered yes to this question

Children said:

"I like all the grownups"

"They chat with you they are nice"

"They look after people."

"They help children when they are hurt themselves and can clean them up and put plasters on them."

**Question 5: could you join in all the games and activities?**

100% of children answered yes to this question.

Children said their favorite games and activities are: Running, 'dry, dry, wet', tummy ache, puppets, scooters, water fights.

**Question 6: is there anything else you want to tell us?**

"No"

"I like my friends."