

Wraparound Club

Parent Satisfaction Questionnaire Results 2022 (13 responses)

We would like to know what you think about the care we offer your child, and our relationship with you. Please could you spend a few minutes answering these questions to help us improve our service?

What do you like about Wraparound?

It's reliable, there are lots of different activities and the children enjoy attending. The staff are lovely too.

The flexibility of booking. Staff are great

Structured play outside when the weather allows. Children behave well and like the staff.

Very convenient on school site. Happy with snacks. Variety of activities and happy staff! Good group activities and focus on child's needs.

Nice outdoor area.

Lots for kids to do.

Knowing the children are safe and happy.

Maybe provide time and help with homework.

Possible holiday club.

6pm is a useful time to close.

Kids enjoy sessions.

The range of activities, friendly staff, my child feels comfortable going into breakfast club and is happy when I pick her up.

Staff are fantastic.

It's flexible, friendly, reliable and enjoyable for the children.

Thankyou.

My child enjoys it.

Well organised and varied activities which are well planned. Staff really care and interact with the children. Snack always sounds tasty!

The easiness and knowing the children are happy.

Friendly staff and good range of activities.

How could we improve our service?

Nothing to say here, keep it up!

Have homework time in the afternoons.

No good ideas here - sorry!

Have a snack menu that is child prepared or can choose depending on what is available.

Nothing.

Being able to pay school rather than being invoiced - we sometimes get letters from the council when payments have crossed over.

Thank you for the time, effort and planning that must go into the special events, activities and every day running of the provision. It makes daily life so much easier!

Slightly earlier drop off.

Slightly later opening at night but understand this is not necessary for everybody.

Based on your experience, would you recommend Wraparound to another parent?

All parents that responded would recommend the clubs.

Below shows the responses to the questions. =(number of responses)

1= Agree 2= Neither agree nor disagree 3= Disagree

My child is happy to attend the club	1=13	2=0	3=0
My child is encouraged to behave well	1=13	2=0	3=0
I have a good relationship with the club staff	1=13	2=0	3=0
Staff are approachable and willing to discuss my concerns	1=13	2=0	3=0
The club communicates information well	1=12	2=1	3=0
I know what my child does at the club each day	1=10	2=3	3=0
The club offers a good range of play opportunities and activities	1=12	2=1	3=0
I feel that the quality of service reflects the fees charged	1=13	2=0	3=0
The club opening times meet my current childcare requirements	1=13	2=0	3=0
I am happy with the snacks provided by the club	1=13	2=0	3=0