

Wraparound Club

Parent Satisfaction Questionnaire Results 2024 (12 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?

*Timing, low staff turn over
Staff are friendly and familiar
Child is always engrossed in activity and happy at pick up
Hours of operation
Good opening hours
Engaging provision
Affordable fees
The staff do a very good job
Value for money, timings and activities included
Range of activities and care from staff
Staff!
Time it starts
Opening times and availability
Staff and familiarity
Child safety
Friendliness of staff
Times are very useful
Both of my children are very happy throughout
Convenience, cost
Always lots of activities out for children
They (children) love wraparound!
Please carry on as it is!
Flexibility, reliability, easily accessible
The activities and care for pupils
Start and end times to match our jobs
A large range of activities for the children to choose from and outdoor play in appropriate weather conditions,
Kind staff
Activities, snacks, friendly staff
The varied, thoughtful planning that is reflective of the ethos of the school
Our child has been cared for, encouraged, supported and developed over five years. We cannot recommend highly enough the staff and provision at wraparound. Thank you!*

How could we improve our service?

*Please carry on as it is!
Sometimes a note in school hand over book could be helpful if there is a question/message
Afterschool club not offering long/short sessions.
Nothing, it's super!
It's great, don't worry.
Nothing!
No, staff are friendly and helpful
Nothing
Nothing
Stop unnecessary shouting*

Reception toilets to be available

Nothing

Not aware of where the snacks menu is provided, would be helpful to have access to see what is on offer. this could via school website or as part of the weekly school newsletter

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

All parents that responded would recommend the clubs.

yes absolutely, staff are fantastic, (child) loves going!

yes, it is amazing and we've already recommended it!

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=11	2=1	3=0
My child is encouraged to behave well	1=12	2=0	3=0
I have a good relationship with the club staff	1=11	2=1	3=0
Staff are approachable and willing to discuss my concerns	1=12	2=0	3=0
The club communicates information well	1=10	2=2	3=0
I know what my child does at the club each day	1=11	2=1	3=0
The club offers a good range of play opportunities and activities	1=10	2=2	3=0
I feel that the quality of service reflects the fees charged	1=11	2=1	3=0
The club opening times meet my current childcare requirements	1=12	2=0	3=0
I am happy with the snacks provided by the club	1=12	2=0	3=0