

Before and Afterschool Club Survey Results– March 2017.

Thank you to those parents who took the time to respond to the survey. We had 75 responses which represented 102 current pupils and 35 future siblings.

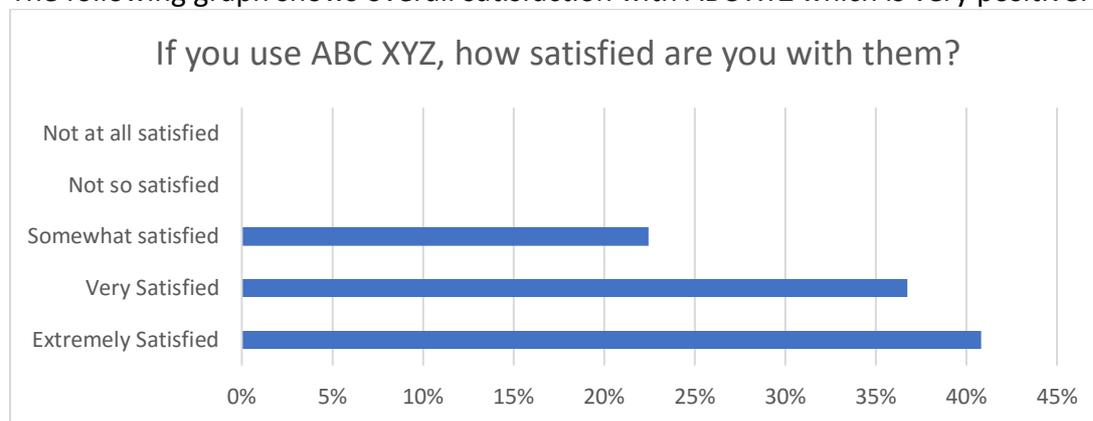
Approximately 71% of respondents use or have used ABC XYZ Breakfast and Afterschool club and 19% of respondents are on the waiting list for at least one session of the clubs.

Feedback on ABC XYZ

Thank you for your feedback and comments on ABC XYZ. Parents made positive comments that their children felt safe, the staff were friendly and the activities and care are exemplary. All comments have been passed on to the Directors of ABC XYZ for them to share with staff as appropriate.

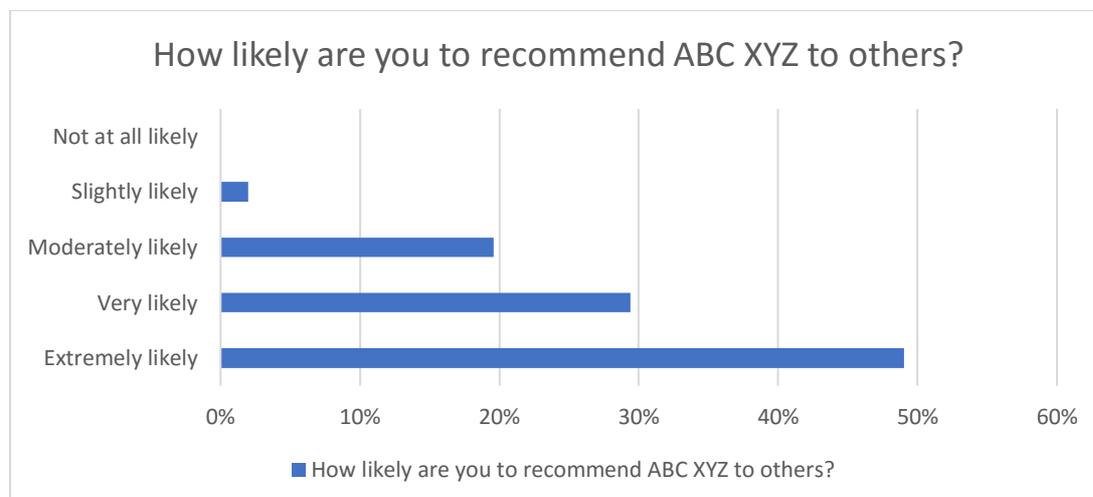
Satisfaction with ABC XYZ

The following graph shows overall satisfaction with ABC XYZ which is very positive:



Likelihood of recommending ABC XYZ

Again the following graph shows most respondents are very or extremely likely to recommend ABC XYZ to others.



Please find below some of the common comments and responses from ABC XYZ:

a. Start and Finish Times of the Club are too late/too early

The club's opening times are suited to what the majority of families need and what is practical to operate on site at a school.

b. Why does XYZ close at 5.30pm on Fridays?

There is a lower demand for afterschool care after 5.30pm on a Friday. This is also the only opportunity to deep clean and carry out any essential maintenance in the dining hall, kitchen and associated areas. Therefore the club will continue to close at 5.30pm on a Friday.

c. The late charge seems excessive

When children are collected late, this has a knock on effect on staff and there are associated costs of the XYZ staff and school staff having to remain on site and keep the school open. Therefore we feel it is only fair that these costs are passed on to parents.

d. There seems to be a higher staff turnover recently

As the club increased its capacity to 60 last year, additional staff have been recruited to ensure a ratio of 1 staff member to 8 children. Due to the nature of the role, some staff have left (eg GAP year, finding full time employment) so it may seem like staff are changing. Please be assured that staff are recruited, inducted and trained to a very high standard. Please feedback to the Manager or Directors if you have any specific examples where you do not feel the correct level of care is provided.

e. There needs to be more age related activities.

The Club Manager is employed for additional hours outside of the club's opening hours to plan monthly themes and weekly and daily activities. This is so a variety of activities are provided for children to take part in. But children can choose whether they wish to participate or not. As the age of the children at club increases, appropriate age related activities will be planned accordingly. If there is an activity your child would like to do but they are not given the opportunity please ask them to feedback to the Manager (or please mention this yourself to them).

f. Can't there be a homework club?

Doing homework at school for 2 hours every day may start to get tedious for some children! Please also bear in mind that children's homework is a vital link between school and parents. However as the children get older, quiet space will be provided for them to do homework/reading but club staff would not be able to help/support individual children.

g. It seems a bit chaotic at pick up with who's getting who

Parents are requested to remain at the signing-out table and wait for a member of staff to collect their child. As numbers increase, and the club utilises more areas of the school, it may take a moment for staff to locate your child(ren). Staff will be reminded of the collection procedure.

h. Why do they stop serving breakfast at 8am?

Thank you for this feedback. The intention was to ensure that all children had a chance to eat breakfast and be ready to go to their classrooms at 8.30am. From September we will look to start to serve breakfast until 8.15am on a trial basis and ensure children are in their classrooms by the end of soft start. As the School Cook starts preparing school lunches from 8.30am, we need to ensure our breakfast things are cleared before then. *This does mean children who wish to eat breakfast MUST arrive before 8.15am in September.*

i. Cost of ABC XYZ

The cost of ABC XYZ is comparable with other independently run on-site before and afterschool clubs that are located in town/city centres in this area. The majority of operating costs are staffing costs as a ratio of 1:8 is operated by ABC XYZ. Some schools have chosen to run before and afterschool clubs themselves. However the Governors believe the school staff should focus on the operation of the school and curriculum. Some clubs operate with higher child:staff ratios (eg 30:1).

Capacity

Offering 60 places, ABC XYZ is already the largest onsite before and afterschool club in St Albans. However as anticipated, the majority of concerns and feedback in the survey were about capacity and places available. This confirmed the Governors' assumptions that there is a high demand for wraparound care.

Please find below a summary of the questions and comments made with some responses from ABC XYZ and the school.

1. Shouldn't the Afterschool club should be given priority over extracurricular clubs that take place in the Hall/Community Room to provide more space?

The school aims to provide enriching activities that are accessible and available for all children and complement what they participate in during the school day. Therefore the school will continue to provide space for extra-curricular activities including those offered free of charge and voluntarily by members of school staff.

2. The school has a lot of space, surely the club could be expanded into additional space?

The priority of the Afterschool club is to ensure care is provided in a safe and engaging manner. The space needs to be available at least 30 minutes before the session starts (to set up activities) and be available for the duration of the Club's opening hours. Although Alban City School is fortunate to have additional space in the form of project areas and additional smaller rooms, these spaces are used during the whole school day and/or are not practically suitable or safe for afterschool club use.

Following feedback from the survey, Mrs Goddard and the Directors of ABC XYZ conducted a site review and concluded that the Library could possibly be used to provide additional capacity afterschool. This is subject to recruiting the additional staff required and to trialling the use of this area during the next half term. If recruitment and

the trial are both successful, places will be offered to those on the waiting list for September 2017. However we recognise that this potential additional capacity will only meet the current waiting list and will not be able to accommodate any future pupils.

3. Why can't the Afterschool Club operate in classrooms?

As well as for teaching during the day, classrooms are used to store children's work and work in progress. They are also frequently used by the class teachers for preparation of future class activities, update wall displays and to mark/assess work. For these reasons, combined with the fact that the Afterschool Club would require access before 3.30pm to set up, means that it is not viable for classrooms to be used.

4. What about an offsite facility?

The School Governors and ABC XYZ have investigated potential venues to expand the provision into an offsite facility. Unfortunately there are no suitable venues available within walking distance of Alban City School. It is cost-prohibitive and too complex to transport children by bus or car to a venue further away.

5. Why do siblings get priority?

We know that planning for wraparound childcare can be stressful. ABC XYZ do their utmost to try to accommodate everyone wherever possible. However the decision has been made to prioritise siblings of existing club members when offering places so that a family's childcare arrangements are in one place.

6. I don't have a place for my child at Before and Afterschool Club, what can I do?

The School Office holds a list of childminders that offer drop-off and collection from Alban City School and we welcome any new childminders or childcare providers to add their details to the list. We would also suggest using childcare.co.uk to search for other possible care providers. Sometimes there is movement during the school year so please do leave your child's name on the waiting list for before and/or afterschool club and ABC XYZ will endeavour to offer you a place if and when one becomes available.