

Parent Questionnaire Results May/June 2018

Thank you to everybody who took the time to complete their questionnaire and return it to us. Each questionnaire has been carefully read and a summary of the results is below. We had a great response of 45* questionnaires – the feedback is really pleasing, and we hope to use your comments and suggestions to improve the service that is provided... You may have noticed some changes already!

With thanks,

The Play Pad Staff

Louise, Sarah, Claire, Vicky, Sue, Jenny and Mr Thorne (Luke)

*Please note, there may be some inconsistencies as some questionnaires were only returned partially completed.

1. Do you think your child is safe and well cared for at The Play Pad?

Yes	45
No	0
Don't know	0

Comments:

I like the discipline and approach to the children.
My son is always safe, happy and well taken care of.
Most definitely.

2a. Do you feel satisfied with the range of toys, games and activities that The Play Pad offers?

Yes	41
No	0
Don't know	4

Comments:

My child is never bored; there are lots of creative tasks.
The Play Pad is a hive of activity at 7.30am.
There are things to make and bring home.

2b. Do you know how to get information about what has been available during each session – activities, toys, games, snacks, drinks etc.?

Yes	21
No	17
Don't know	4

Comments:

But I'm sure it wouldn't be hard. Never needed to find out as I got all info. when joined.
Ask the staff.

3. Do you feel that The Play Pad offers a sufficient range of toys, games and activities that reflect the diverse community in which we live?

Yes	30
No	1
Don't know	13

Comments:

The Play Pad needs musical instruments.

I am not sure what activities are provided to address diversity

4. **Before school** parents: Do you feel The Play Pad provides an adequate breakfast?

Yes	29
No	0
Don't know	4

Comments:

Fruit would be ideal too.

My son loves going to the morning breakfast session.

Although I do have to persuade the kids to eat first, when they'd rather play!

5. **After school** parents: Do you feel The Play Pad provides an adequate after school snack?

Yes	26
No	2
Don't know	7

Comments:

My children seem to enjoy it.

There seems to be a good variety from what I'm told by the kids.

Child loves the cereal snacks.

Both children are starving when collected.

Child says that she gets a snack but is still hungry after – child eats so much after school!

Not really sure as I don't see them have it that often.

Don't know where to get information about snack.

6. Is your child generally happy at The Play Pad?

Yes	44
No	0
Don't know	1

Comments:

Always.

Yes – I get told off by my child for picking them up too early.

Yes, but sometimes my child is not too keen to attend.

My daughter sometimes feels nervous. Staff are all really helpful and caring.

7. Do you feel it is necessary for The Play Pad to celebrate religious occasions/festivals?

Yes	16
-----	----

No	22
Don't know	4

Comments:

The Play Pad should: celebrate religious occasions/festivals by having themed days; celebrate occasions in the same way as school.

Creates awareness for children which makes them appreciate different cultures.

I'm sure this is covered in the school day already?

Children should learn about everyone's religion.

Excitement of festivals.

For fun and to include and remind the children for awareness of the variety.

It's nice when you do celebrate.

This would help to celebrate our diverse community.

As we live in a diverse community, it's nice for children to feel they can celebrate outside of the family home.

It is good to celebrate different festivals, and I know that my child enjoys these and finding out about differences.

It's inclusive and widens children's awareness of other cultures and what's important for others.

(No), except for Christmas!

8. Are the current opening times 7.30-8.50am and 3.15-5.45pm suitable for your childcare requirements?

Yes	40
No	3
Don't know	0

Comments:

A lot of parents wish that The Play Pad is open until 6pm.

6pm would be ideal.

Breakfast until 8.15am.

9. Do you think The Play Pad offers value for money?

Yes	44
No	0
Don't know	1

10a. Does your employer offer childcare voucher schemes - e.g. Computershare, Care4, Edenred, KiddiVouchers - enabling you to get your childcare costs paid before Tax and N.I. deductions?

Yes	32
No	6
Don't know	6

Comments:

Louise prompted me to do this.

10b. If 'yes', have you signed up for such a scheme?

Yes	27
No	7

10c. If you replied 'no' to 10b, why not?

Comments:

Self-employed/personal business.
Minimal gain.
Not researched.
Have only had to use The Play Pad occasionally.
We will apply this month.
Used to do it but didn't opt in when I changed jobs.
Not sure how to do it.
Child does not attend enough to make it worthwhile.

10d. Are you aware that the government offers a tax-free childcare scheme?

Yes	36
No	5
Don't know	1

11. Are you aware of the Early Years Foundation Stage (EYFS) and if it/how it/how it does not apply to your child?

Yes	33
No	3
Don't know	7

12. Do you think your child understands the behaviour rules at The Play Pad?

Yes	43
No	0
Don't know	1

Comments:

My child is a little young so not sure if they are fully aware.

13. Do you feel that children's behaviour is well managed at The Play Pad?

Yes	43
No	0
Don't know	1

Comments:

Behaviour appears to be very well managed.

14. Do you feel that The Play Pad staff work well with school staff e.g. passing on messages/finding out information?

Yes	39
No	0
Don't know	5

Comments:

Fantastic working relationships.
 Excellent communication with teachers/school.
 Very well, especially over missing coats and/or water bottles.

15. Do you find the staff at The Play Pad approachable?

Yes	38
No	0
Don't know	0

Comments:

All staff are lovely.
 Staff are always, and very, approachable.
 5* staff.
 All lovely staff.
 Friendly and chatty.
 Always remember my name. Very happy and caring team.

16. If you had any concerns or complaints about The Play Pad would you know how to address such an issue?

Yes	39
No	2
Don't know	3

Comments:

But have never had any (child has recently left).
 I would raise it with Louise.

17a. Would you like to receive a termly newsletter from The Play Pad?

Yes	39
No	4
Don't know	2

17b. If 'yes', is there anything specific you would like to be included on the newsletter?

Comments:

- Would only like a newsletter if there is relevant information to share

Suggestions:

- Photographs – The Play Pad response: this may be difficult due to GDPR /data protection. We aim to use the laptop to display photographs by the signing/out registers
- Arts/crafts/sporting activities - The Play Pad response: A white board is now being used to display daily information
- Updates on changes/reminders
- Breakfasts/snacks that have been available that term – The Play Pad response: A white board is now being used to display daily information
- Activities that children have taken part in that term
- Upcoming activities that are in addition to everyday activities
- Children's achievements
- Friendly reminders on rules, events and activities
- Changes in staffing/staff news

- Toys and equipment wanted and/or received
- Local events
- Dates for diary
- Up and coming afterschool clubs – The Play Pad response: this information is provided by school
- Progression
- Fundraising and/or donations

Any other comments and/or suggestions about The Play Pad:

Comments:

- Children really enjoy playing sports in the small hall
- Children enjoy helping themselves to snack
- Child loves coming to The Play Pad. He is very happy and doesn't like being picked up early! All staff are very friendly
- Child is always happy at The Play Pad. She loves playing with the other children. She is always excited to be going. All members of staff are lovely and very friendly and happy to help.
- Couldn't be happier – we have been supported throughout our time at The Play Pad
- Convenient, hassle free; child is safe, well-cared for and having fun
- Great experience, don't feel guilty about working full-time as my child is so happy at The Play Pad
- Would definitely, and already have, recommend
- I feel very confident with the care that The Play Pad provides. No complaints at all
- Very excellent staff, really appreciate their support
- All staff at The Play Pad are very friendly and do a great job
- Would like to thank all the staff at The Play Pad – my son has always been so happy there, and I am always impressed by all staff
- Huge thank you to all staff
- Really appreciate the staff's effort and enthusiasm
- The Play Pad is well managed
- Louise is very friendly and approachable
- Thank you for always being so flexible and accommodating. For working parents, it's reassuring to know we have a reliable and safe after school provision on the school site. All the staff do a great job and are receptive to each individual child's needs, interests or if they are just having an 'off' day and need a chat or a distraction.
- We love The Play Pad. We are very lucky to have the outdoor area for warmer weather. I love how you accommodate all needs. My daughter loves crafts and my son loves being imaginative and playing in a group. Both are always happy, content and not wanting to leave when I collect. Thank you for taking extra care of Child and their additional needs, and also for being caring during family bereavement.
- The Play Pad is a lovely environment that the children love to be a part of. There are days when the kids want to leave the house as quickly as possible (in the morning) so they can play with their friends at The Play Pad!
- Child has had a great time at The Play Pad, I've no issues at all and would recommend to any parent that required care via school.

Suggestions:

- After school pick-up would be less rushed if The Play Pad was open until 6pm.
The Play Pad has noted this and will look into this as an additional option
- Encourage team sports for everybody regardless of age or ability.
The Play Pad staff encourages ALL children to participate in any activities – they help and guide children of all abilities especially during physical activities. Activities include table tennis (am sessions only), football, rounders, quick cricket and dodgeball to name a few. Tennis and badminton rackets are available, as are hoops, stilts, rugby balls and footballs.

Questions:

- Do the children still go outside? Does this happen at a different time now because in the summer, when I used to pick up after school the children were always outside – now they are always inside?
Yes, children have the opportunity to go outside on a daily basis, usually between 3.30-4.30pm.