



# Summer Questionnaire 2009

## Results Cross Arthurlie

Number of respondents: 7

2. Did you feel that you and your child/ren received a warm welcome on arrival to your summer holiday club?

**All parents answered yes. Additional comments include:**

"Yes the staff are always very welcoming"

"Yes the girls are always very helpful"

"Yes, apart from on a couple of occasions"

"Yes staff are always friendly and easy to approach"

3. Was there enough information displayed at the project about the activities and your child's day? Was there further information you would have liked to have received?

**6 parents answered yes, Additional positive comments include:**

"Level of info was fine"

"New wipe board with all the days activities great idea & very helpful"

"No further information required, I will ask if necessary"

" I feel the white board at the entrance door always had enough info about the day"

**1 parent did not respond**

4. Did your child enjoy the wide range of activities, trips and entertainers on offer this summer?

**6 parents answered positively, additional comments include:**

"My child was always happy to go to the holiday club, there was always something going on that he would take part in"

"Had a great time"

**1 parent answered negatively and commented:**

"no, they were very bored this summer, particularly with very little access to the big kids room"

**1 parent responded positively however added a further suggestion:**

"Would have liked her to go on more trips"

5. Is there anything that you would like to see added to the holiday programme?

**1 parent had a suggestion:**

"More swimming, they love the swimming and more days out"

**3 parents responded that there was nothing that they would like added**

**2 did not respond**

We would appreciate additional comments or suggestions regarding the Summer Programme, security and layout of the venue, and about our staff interaction with your child, to help us improve our service.

**Positive comments include:**

"Think the club is excellent and the staff are great"

"I am very happy with the care my child receives, he has grown a lot in the last year and I feel that him being in Macs after school has been a massive benefit to his behaviour and attitude. A big thank you"

to you all"

**Some suggestions include:**

"Kids were unhappy that they did not get the opportunity to play on all the available facilities at Finlaystone"

" I would prefer the main access to be the doors direct into Macs venue however regulation prohibit this option as they are currently fire doors"