



Summer Questionnaire 2009 Results Eastwood

Number of respondents: 17

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:

"very friendly and helpful staff"

"always made to feel welcome"

"all Macs staff were very friendly"

"its lovely to see familiar faces"

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?

13 parents answered yes, Additional positive comments include:

"The whiteboard with info is a good idea"

"I liked the diary sheet of activities that was given to parents at the point of ordering days, but also was aware on each day what children would be doing by notices at the door"

"found information level to be fine, if we needed any more, we could ask"

4 parents answered no or responded negatively. Comments include:

"I didn't really see the information, perhaps because I was rushing in and out"

"This could have been updated on a week before basis telling you what was happening the following week"

"not enough info re trips - some were am/pm due to numbers- once or twice friends were on different trips. Would have liked bigger planners with activities"

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

14 parents replied positively

"My child especially enjoyed trips out and is very keen to go swimming when he turns 8. He enjoyed getting outside to play"

"enjoyed activities, wasn't on any trips"

"both enjoyed it no complaints from either of them"

Other comments include:

"My child didn't get away from Macs project unless there was a day trip, there didn't seem to be 'local' trips this year. I know my child was a bit fed up with that"

"yes although one child felt he missed out on the baking as he was in the huts"

"they both enjoyed the activities however I think that there were a lot of paid trips"

"yes although my child did not want to go on one of the trips booked because his friends were not going"

"yes - but she got a bit bored when left in huts - more activities in huts e.g. arts/crafts/baking"

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

"Again this year there didn't seem to be the same number of visitors - dance workshops, bubbles etc. I think these are a good way of entertaining the children while being educational"

"More outdoor activity"

"He didn't always like the food & tends to have sandwiches for lunch. Maybe a choice of meat as well as fish/cheese please?"

"more places to be available on trips"
"both enjoyed Dogs Trust from last year"
"activities outdoors as much as possible"
"more outdoor sport activities"

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.

"My child enjoyed the huts with the older children so I think that's good to have a space for the older kids.
Staff were great with both kids and security was great"
"Fantastic help from Macs people especially since my son had just left nursery and they took great care of him and made him feel welcome and like one of the 'big boys'"
"Staff always friendly and helpful. Macs is very well run in general and the summer programme was too"
"For me the club is a good way of my son mixing with other children in a safe, warm, friendly environment which puts my mind at rest. Thanks!"
"Eastwood is a great venue, especially with the pool so close, the only problem I had was coming later, it was difficult to find out who was going where"
"great as always"
"more places available on trips"
"the holiday forms we filled out were not photocopied & sent back only a summary-lunches menu wasn't sent back. I prefer a photocopy of what I fill in. My child didn't enjoy going to the huts, especially when her older friends not in"
"My child enjoys holiday club and looks forward to going"
"Fine as it is"
"Keep up the good work"
"generally very happy"