



Summer Questionnaire 2009 Results St Josephs

Number of respondents: 19

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:

"even though we did not know all the staff everyone was friendly"

"staff were very friendly & welcoming but mostly they were very, very slow at opening the door at pick up times"

"yes and also support towards my daughters settling in on their first 2 days"

"yes playcarers were always polite, friendly & welcoming & happy to talk about the days activities"

"all staff greeted my son by name on arrival, he particularly liked Emma and Mark"

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?

17 parents answered yes, Additional positive comments include:

"information board at main entrance very useful"

"lots of information very clearly displayed"

"all info provided was clear & easy to understand"

2 parents answered negatively however did not offer any further information describing why information was not adequate or what further information they would like to be displayed.

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

17 parents answered positively, additional comments include:

"loved cinema and parks/farms, now wants to go bowling as well"

"yes, especially the Heads of Ayr. A really good variety offered"

"Yes. You should do at least 3-4 trips every week"

"Yes, loved going to the cinema and parks"

"Yes, my child had a wonderful time - cant praise Macs highly enough"

2 parents did not answer positively although this was due to the fact that their children were only in for a minimal amount of days during the summer.

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

5 parents had some suggestions:

"possibly visits from key people in community i.e. fire brigade, police etc which would give children opportunity to ask questions/listen to educational talks which are also fun"

"cycling, netball, tennis - more sport"

"I think that the older children should get to go on more trips like galleries etc"

"maybe some more arts & crafts for when it is wet"

"trips to Dean Castle and Finlaystone could be extended as my son felt that there was not enough time to see & do everything that he wanted"

9 parents responded that there was nothing that they would like added

1 parent commented:

"My children only came on a Tuesday/Wednesday and did not get a chance to go bowling or to driving range or any small trips - perhaps there were none organized on these days?"

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:

"Quite happy as things are"

"I was delighted with the overall running of the holiday club - my children had previously been at OS Care in Happy Days. Found Macs far more organized and had far better range of activities - great value for money and the staff were fantastic and very welcoming since they were new to the club"

"Everything was fine and club run well"

"Like St Josephs because of the outside facilities i.e. flat playground, grassy areas and climbing frame"

"Satisfied about everyone"

"My child enjoys the interaction with the staff and finds it easy to talk to them. I would like to thank all staff who look after my child"

"I am happy with Macs as an organization, including the staff as is my son"

"Thanks for your care over the summer - my child had a ball!"

"I think the outside activities like playing balls as a group or doing things together are particularly helpful"

"My child is very happy at Macs so that makes me extremely happy. Thanks"

Some suggestions include:

"I only wish you could take children in a little earlier i.e. 7.30"

"Sometimes staff were not helpful in letting you know where your child is or calling him/her for you"

"Sometimes on busy trips overbooking can happen & trip dates got changed. If this happens please inform us so we can tell kids trip will be another day so not disappointed"

"Alternating picking up/dropping off order for trips with other clubs"