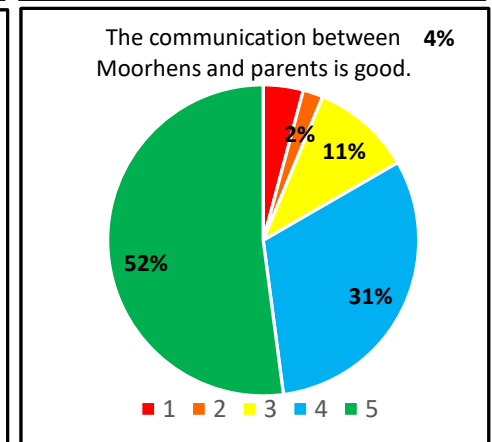
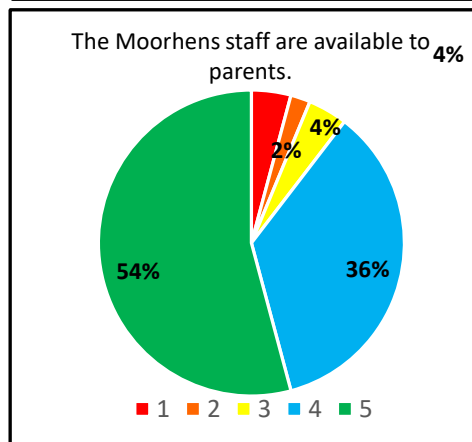
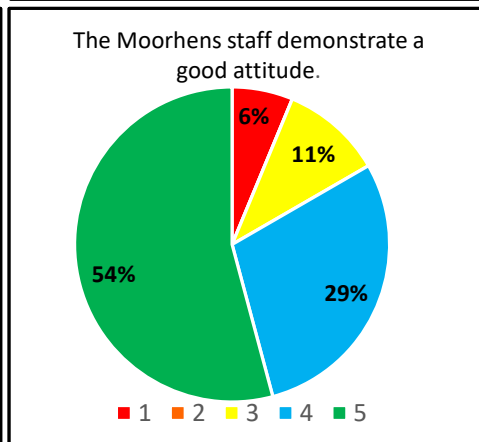
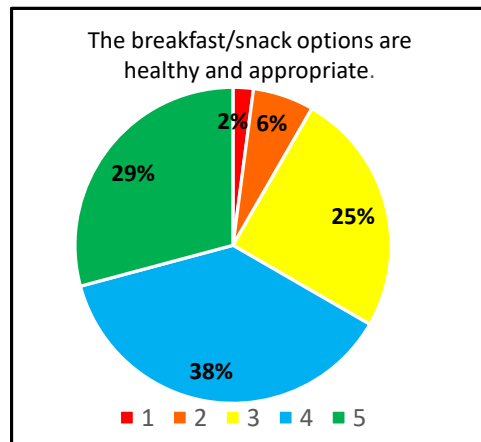
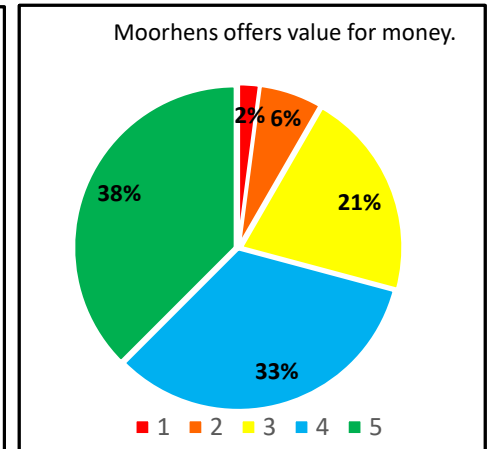
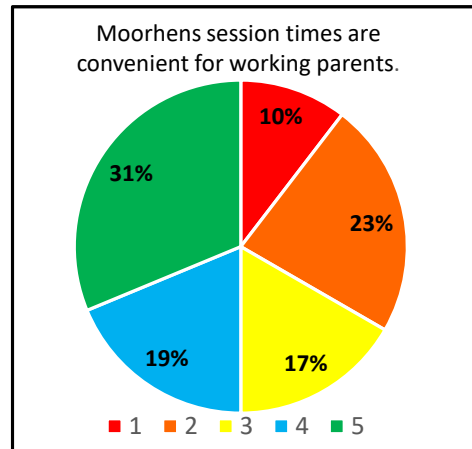
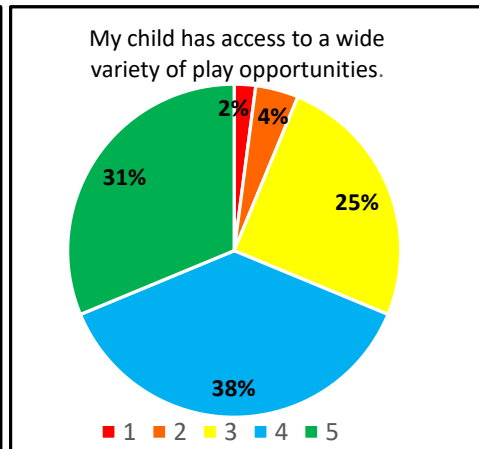
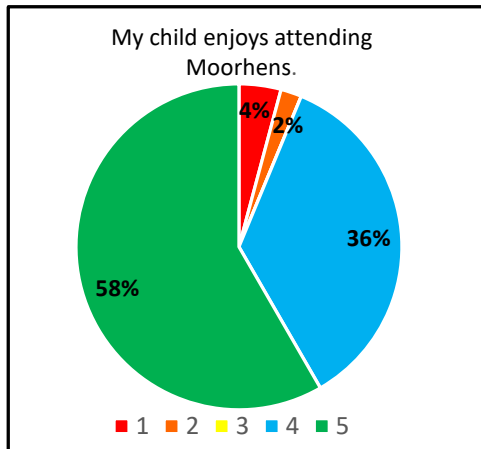


Moorhens Parent Satisfaction Survey – January 2018



Number of surveys sent out 140 - Number completed 48 - % return = 33%

Rating 1=Strongly disagree 5=Strongly agree	1		2		3		4		5	
My child enjoys attending Moorhens.	2	4%	1	2%	0	0%	17	35%	28	58%
My child has access to a wide variety of play opportunities at Moorhens.	1	2%	2	4%	12	25%	18	38%	15	31%
Moorhens session times are convenient for working parents.	5	10%	11	23%	8	17%	9	19%	15	31%
Moorhens offers value for money.	1	2%	3	6%	10	21%	16	33%	18	38%
The breakfast/afternoon snack options available are healthy and appropriate.	1	2%	3	6%	12	25%	18	38%	14	29%
The Moorhens staff demonstrate a good attitude.	3	6%	0	0%	5	10%	14	29%	26	54%
The Moorhens staff are available to parents.	2	4%	1	2%	2	4%	17	35%	26	54%
The communication between Moorhens and parents is good.	2	4%	1	2%	5	10%	15	31%	25	52%
Did you get an email copy of our new look Newsletter?	Yes	73%	No	27%						
Would you like to see pictures of our activities posted on the school website?	Yes	85%	No	15%						
My child attends Moorhens because	Work	85%	Other	2%	Want to	13%				
This year my child attends Moorhens	Activities	6%	Free Play	29%	Both	56%	No Comment	8%		
Overall how do you rate the current facilities at Moorhens?	V Good	38%	Good	56%	Poor	0%	V Poor	0%	No Comment	6%



What additional resources would you like to see at Moorhens?

21 out of 48 Parents made a comment = 44%

Of the parents who completed the survey 63% made no comment or were happy with the current resources

Six parents commented on the choice of extra activities available and said they would like a wider variety eg Cooking / Dancing / Music / Bike riding / More for KS1

Three parents commented on the lack of space available to the children

Three parents said they would like to see more active/outside play and two parents said they did not know what resources the children had to choose from

One parent asked for more technology and one parent asked for a quiet area

How do you think we could improve the facilities at Moorhens?

30 out of 48 Parents made a comment = 63%

Of the parents who completed the survey 50% made no comment or were happy with the current facilities

Eleven parents - 23% - commented that they would like to see earlier opening times as this would help working parents

Nine parents - 19% - said they felt that the children needed more space both inside and out

Two parents said a better flow between buildings and a review of the arrival procedure would be beneficial, one parent felt that security could be improved

Two parents commented on the choice of extra activities available and said they would like a wider variety especially for KS1

One parent asked for a homework club, one asked for a warm breakfast and one asked for online bookings and payments

Additional comments

25 out of 48 Parents made a comment = 52%

Fifteen parents - 31% - commented that their children were happy to attend and loved coming to Moorhens

Fifteen parents - 31% - commented that the staff (either Moorhens or Kick Start) were polite and friendly towards the children and the parents

However some parents felt that staff attitude and friendliness could be improved (13%)

Eight of the parents - 17% - made additional comments about the opening times and felt that this should be earlier in the morning

Other additional comments were regarding space, more outdoor activities, wider variety of clubs, review of snack choices, and introducing online bookings and payment

Parent Comment - Thank you Moorhens is fabulous, friendly, warm and loving after a hard day at school, yet also interesting and stimulating

Response and action plan

We are currently looking at the range of activity clubs on offer with a view to expanding the choice in time especially for KS1 children

However where uptake is low the activity clubs become unviable and this has happened on several occasions recently

The activity clubs are designed to offer the children an more active after school experience, whilst in the club house the children are allowed free play and free choice

The area space provided for Moorhens and the flow between buildings is currently under review and will be looked at each academic year as the school and club grow

Additional resources like a quiet area, technology based toys and outdoor equipment and toys will be looked into as part of our development plan

The club opening hours are under review however this will impact on staffing requirements and costs, earlier opening would also lead to a review of the breakfast choices offered

The choice of breakfast and snack are designed to be healthy with something offered at every session. This ranges from toast, cereal, fruit, crackers and biscuits

An online booking and payment system is under review and will hopefully be introduced in the near future