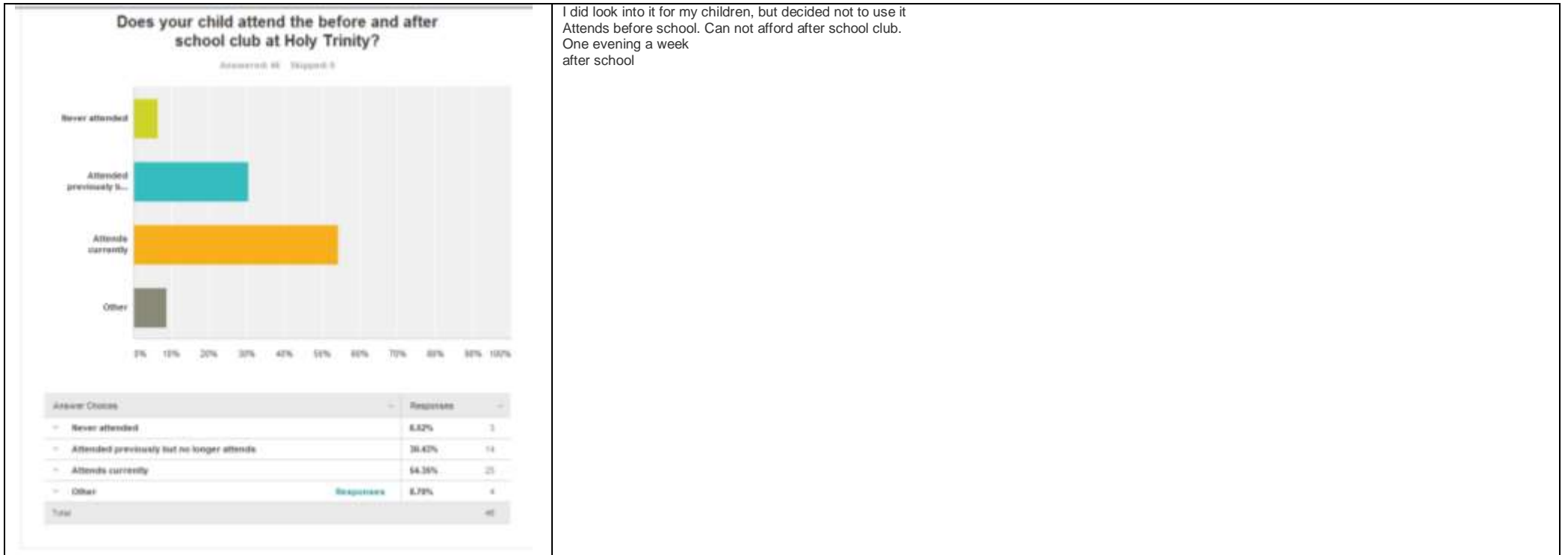


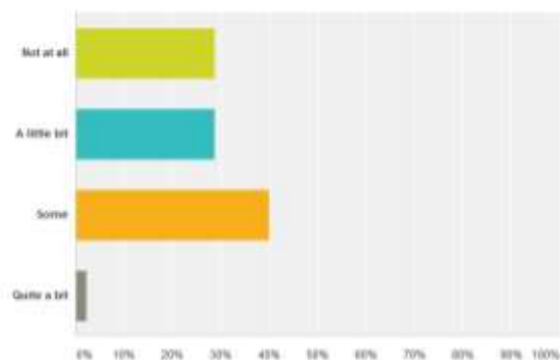
Feedback to before and after school club.



Feedback to before and after school club.

How much does the before and after school club offer value for money?

Answered 42 Skipped 1



Answer Choice	Percentage	Count
Not at all	28.00%	13
A little bit	28.00%	13
Some	44.00%	18
Quite a bit	1.22%	1
Total		42

The food provided is not adequate. My son doesn't like soup but he wasn't allowed to have anything as an alternative... He asked for a slice of toast but was told no, he couldn't have toast he could have soup or nothing ... Despite the money I was paying for the provision which to me was unacceptable I had I think the club is very over priced compared to those provided at local schools

I am disappointed with the quality of food they provide.

I thought it was quite expensive considering the timings offered. There was extra money to pay to have a session up to 6pm. I thought the cost of the before school club was really expensive considering it wasn't a long session. I think it was £9 per child (or maybe for both?), which is just too expensive especially if you need it a few days per week. I don't think there was a second child discount which some clubs offer. It didn't seem worth the money because I couldn't see what they offered in terms of food or activities that justified the cost. Premier sports can offer all the activities they do and childcare cover for £12.50 for a whole day, so the cost of a few hours needs to be comparative to this.

Children were only allowed one slice of toast!

Breakfast is rationed which I am on disagreement of. The need for a healthy nutritious breakfast to set young people up for a days learning is fundamental. A choice of a small bowl of cereal or two slices of toast is not adequate. The food does appear to be nice and liked, but needs to be more. I currently feed my children before attending. The starting time is too late and needs to be brought forward to at least 7.30 if not before.

It would be more beneficial to open from 7.30am as I have to commute into Leeds, Also I have to feed my children before they attend as the variety and amount of food they get at the club is minimal! Apparently they are not allowed cereal and toast and I have heard that children have been refused extra breakfast when they have asked. I don't use after school club anymore as it was just too expensive

only use before school as after school for 2 children is too expensive

Very expensive for the standard of provision and food

I found it very expensive and not very accommodating in terms of strict times. We had to pay for an extra hour for the sake of five minutes!!

It is always at the top end of childcare costs in the local area.

Seems quite expensive considering what other friends pay at different schools and regions

Rather expensive compared to other clubs

i have quite disappointed with the meals that are provided at after school club - sometimes breadsticks and cheese?

My children get a proper meal with their childminder for less money but attend school club one day because childminder had no space on that day

Would rather pay more if children were fed properly and actually had some adult led activities.

Begrudge having to pay it but i have no other option than to put them in. For the amount of money i pay i dont feel the breakfast portion (tiny) and afternoon snack provided are always acceptable (a bowl of plain pasta thats usually all stuck together)

Quite expensive, as there is no provision after school for half hours. Good though as you can pay one pound for. extra hour if needed in an emergency.

The food on offer is very limited and the portion sizes far too small. The after school club catering is not at all sufficient, especially if the child is there till 6pm.

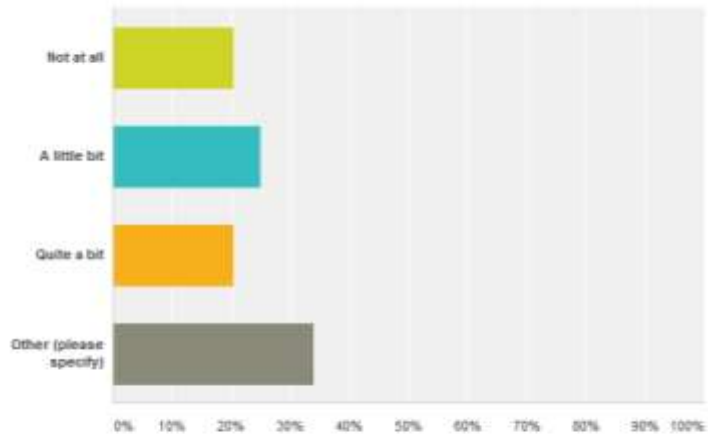
£16 a day is very expensive. But what can we do? We have no choice. I know of other schools/clubs that charge only £10 a day.

Compared to my childminder, it is expensive for the service provided. The food choice was cheap and poor, ***** often ended up with toast for tea as she didn't like savoury rice or beans. She was always starving when I picked her up. She now has a hot meal every evening and the cost of the childminder is less. They refuse to open the doors even if 1 minute early and tipping it down with rain, they are only allowed a snack - It is NOT a breakfast club! I was told, even though my daughter was told off for eating an apple - bringing her own food

Feedback to before and after school club.

Overall, how much do you think your child enjoys coming to before and after school club?

Answered: 44 Skipped: 2



Answer Choices	Responses	
- Not at all	20.45%	9
- A little bit	35.90%	16
- Quite a bit	29.45%	13
- Other (please specify)	14.19%	6
Total		44

My son seems very happy at the breakfast club.

He enjoyed the summer when he first went as there was a nice older man who would take them to the playing field to run around / play rounders etc but towards the end the children didn't go out. My son was bored of doing drawing / crafts etc

Because they like the activities

They sometimes enjoy it but would rather not go

Had two children that previously attended - they hated it.

Enjoys Breakfast club but not after school club

My children do enjoy it but it's parents who seem to be less impressed

Think they did a bit until now going to childminder and realising what after school could be like

Has been going happily for the last 18 months but recently has become very unhappy for various reasons.

My child enjoyed going but not on a morning only on the pm

Some days are better than others, sometimes i get a good report, other times its not so good, think it depends which staff are on. Generally happy but tend to do the same things at every session .

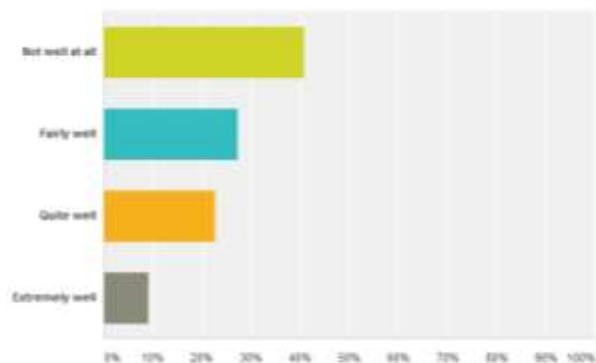
My children have always attended the club so it is just part of their routine. They are not massively unhappy but do not enjoy going. They describe it as 'boring'.

After a while, ***** complained about not wanting to go any more and so I found my childminder, whom is infinitely better than the after school club. She feels secure, has lots of activities to do, and is well fed and cared for.

Feedback to before and after school club.

Overall how well does the before and after school club create an environment that helps your child/your family at the start or end the day?

Answers: 44 Skipped: 2



Answer Choices	Responses
Not well at all	46.36% 13
Fairly well	27.27% 12
Quite well	22.73% 10
Extremely well	9.09% 4
Total	44

Comments (12)

It was a cold atmosphere where the children were not treated nicely not stimulated or given activities to do specific to their interest ... My son hated been there... He was bullied by a boy.. I tried to nip it in the bud and was told that if Michelle didn't know about it then it wasn't happening ! We went to school for assistance and Michelle threatened us with court action for speaking to school about her when she was a ltd company in her own right and the provision had nothing to do with school! She was rude and at that point we took the decision (despite been paid in advance and despite work commitments and having no other childcare arrangements in place) to remove our son from the club. It was not a place I wanted him spending time!

It's a facility which helps as it allows parents to work but the environment itself is not conducive to enjoyment

Not enough out door play.In the past when the sun was shining the children were inside and not outside enjoying themselves.

It gives us the peace of mind to go about jobs knowing that they are being looked after.

Could parents run it like at Cookridge?

Starting times are not able to facilitate my work/life balance well. Beds to also allow parents to facilitate older siblings going to higher school and related transport.

Depends who is on duty !

Our daughter has been very unhappy about coming to after school club. It is improving now but she has not adapted very well to the change of routine. Unfortunately one member of staff has not been very sympathetic to this, which has made the situation worse. Other members of staff have been better.

Use mainly for convenience as it is on school site. My child is sometimes bored ? could do with more structured activities for children to do. Is nice when they go outside

My son only enjoyed ot when the owner was not on shift! There was no accommodation for homework so when my son left at 6 pm we then had to start homework and by this time he was tired and not interested in doing homework.

One of the reasons for selecting Holy Trinity was the wrap-round childcare. Both children had been used to full time childcare prior to their start. It was more like boot camp than childcare.

I find this a silly question as its a breakfast club and after school club, of course it helps, I need to get to work before school starts and work after the school day finishes. Longer school days and organized after school activities would help, that are free or cheap

It is good that it is on school grounds and they appear safe and well looked after. It is good that there is this option at school but my child insists he does not enjoy it at all

The welcome in the am was not acceptable and often quite abrupt, I often felt that I didn't want to leave my child. Staff don't greet you when you pick up the child can often pick child up and leave without any real feedback just a hello and goodbye from where they are sat if lucky. Management in the past when greeting child in the morning was not at all welcoming or reassuring.

Doesn't really make a difference to be honest. Im just paying for someone to look after my child at the end of the day with the convenience of it being at school. I wouldn't say it creates a good or bad environment, i just know my child is safe and able to go straight into school.

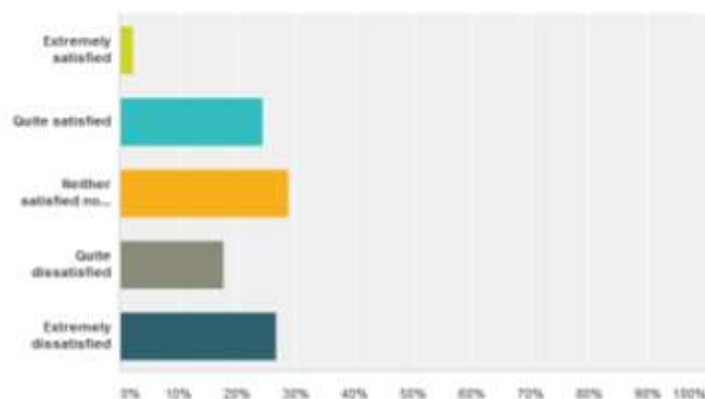
The staff were caring, especially the HTS teaching staff, although younger staff were often disengaged and chatting. There was little order in the room with coats and bags strewn across the floor all the time. The activities were always the same, with little stimulation and Chloe found it boring being in the same small (comparatively) room every evening after school. Outside play with Mr Marsh was enjoyable for Chloe. As school holidays werenot catered for, this meant alternative arrangements had to be made which was sometimes difficult.

unfriendly, unhelpful and unhappy staff, little food given or encouraged, time and location at back of building does not support our start to the day

Feedback to before and after school club.

Overall, are you satisfied with your experience at before and after school club?

Answered: 45 Skipped: 1



Answer Choices	Responses
Extremely satisfied	2.22% 1
Quite satisfied	26.44% 11
Neither satisfied nor dissatisfied	28.89% 13
Quite dissatisfied	17.78% 8
Extremely dissatisfied	26.67% 12
Total	45

The staff who operate the club are rude.. Aggressive. Michelle clearly dislikes children and her driving force is the money s he clearly earns at the parents expense .. The provision is lacking in interest, enthusiasm value for money although I do recognise the young girls do try hard. The room where the club is run from is poor and not fit for purpose. I was also very concerned about ks2 children been let out into the playground at 8.30 to find there own way to class when I thought it should be the clubs responsibility 100% to ensure the children are in class thus giving parents peace of mind

Some things that could make it a really nice facility. A pleasant jovial and enthusiastic welcome for the children every day. A dedicated room that would allow comfortable seating and entertainments A hearty breakfast for those starting early. Quality cereals, 2-3 slices of toast (1 slice of value bread is default) Topic based entertainment. E.g decorating pots (our kids come home every week with drawings on scrap paper)

It helps us because of our working lives but I think the staff often seem disinterested and the food provided is very basic and poor. My son is only allowed one small bowl of cereal OR 1 slice of toast, surely he could get two slices when a loaf costs about £1.00 I pay £93.00 a month! I would be lost without this provision but if I had a choice I wouldnt send him.

So far we've not seen anything that makes us overly worried about the welfare of our kids.

If a suitable club was in place it would be so much easier with drop if's and pick ups. I also know of 3 other parents in my daughters class who took their children out of the club and placed their children with the same childminder as me.

It's a bit of a means to an ends

I don't want to complain too much as I need the facility but I'm sure it could be a lot better

More could be done to help new children to settle in, which might include more structured activities for little ones.

Michelle doesn't have a very good rapport / interaction with the children. Other staff seem ok but seems like quite frequent change in staffing so don't know them all very well.

I found her very rude and my son was physically scared of her and only enjoyed his time there when she was not working. The rest of the staff were very helpful but also did not seem happy. My son often said he was hungry but was not allowed seconds.

Took children away and spoke to previous school leadership about it - nothing happened!

There doesn't seem to be much structure, there needs to be different organized activities for the various age groups. As I don't know what happens when the better weather starts, there needs to be outdoor activities to as you have plenty of space, but maybe not enough staff that are bothered!

I have some concern that my child takes no enjoyment from the club and I have heard similar from other parents. It is a shame as it could have great potential if run by the right people
the main issue is the food my son receives at after school club

The food could be much improved. Often my son only has toast

Left because it was so awful. Sometimes child said food had run out. Child described it as a load of women sat round talking and shout don't do that when doing something wrong. No adult led activities. No profile/ early years learning for under 5,s. often all toys tidied away before finish. No planned activities. Never play outside

This is my sons 3rd year at after school club, the fact that there is an after school club is great and he is relatively happy there. However I have had some negative experiences... I feel that the kids are left to run around and are not engaged with any activities by the staff at all - except when one of the male teachers was there last year, he was great. The owner is rude, however I learned how to manage her, but should not have had to do that. The other ladies / girls have no idea how to interact with the parents, they are usually sat down when I arrive and do not get up, they do not engage me in conversation at all, even though I have tried in the past I have now given up. Even when I shout goodbye I rarely get a response! I have not once had any feedback on my son since he started. I am grateful for the service and the hours are good but the staff need to learn some basic social skills. I do not have a problem with the cost.

We left as not happy with the service from management and some staff at the club

As mentioned above its convenient, i dont have any other choice than to use the facility. I know the food provided is in line with guidelines but it just seems to be very basic and as cheap as possible. My child is always ravenous after school and the portion size just doesn't cut it. Equipment doesn't always work, some mornings everything is out other mornings there is nothing out and children just seem to be left to be left to their own devices.

Some of the ladies who work there are very strict. E.g. when we drop off at 7.45am our son does not appreciate being made to tell them he does not want anything to eat. If he wanted something, he'd politely ask for it.

The service left a lot to be desired in terms of overall care of my child. It didn't seem to compliment the caring and secure feeling that the school has for her, and left her bored and hungry.

Feedback to before and after school club.

Is there any other comment that you would like to make concerning the provision at the before and after school club?

I have been really happy with the provision. Michelle who runs the provision is kind caring and very welcoming. She always makes the effort to come and say good morning .I hope the provision will continue under the same company . it would be a shame to see someone else take over when Michelle works so hard to make it successful.

Does not look inviting in the slightest and would not send my children. The survey did not have appropriate choices if you have not sent you children

I think it is important for parents to have affordable options for childcare and if a school can help provide this I think it adds to what a school can offer. I would want to know that my children would be looked after, fed (!), safe and happy. I don't really expect a range of activities to be on offer, but if they had something to do (read, draw, play games) and the club wasn't too expensive I know I'd use this provision as I sometimes struggle for childcare when the grandparents are away!

The only thing the kids have been concerned about is the quality of food served.

Yes please change the provider and use staff who like children or are at least pleasant to tired parents when they come to collect their children at the end of a long day. Mr March and some of the young helpers were great.

I am pleased that school staff are engaged with the young people giving good continuity and assurance to them.

I think it is very important to have a before and after school club on the school premises and my child did enjoy being there, however the quality of staff is variable. Some have been great and really interacted with the children but mainly the children are just left to entertain themselves rather than having engaging activities. It seems to work OK if the children have friends also at the club.

The food offering appears to be no more than a snack and I'm advised limited in quantity. As a result my daughter, who isn't a big eater, always wants another meal as soon as she gets home.

We used the club in the past when it had dedicated facilities not the school hall. We thought it was quite expensive and for that I would have expected better food and service to be provided. (1) Food: The breakfast provided was 'value' product and not 'hearty or filling'. We have used a different club and the children had a better breakfast due to choice of food, both hot and cold and could eat/drink more of it. The food after school was also basic and did not feel very 'five a day' , more typically value beans on value toast. (2) Service: The staff turnover was high and sometimes we felt they were too young. There was little rapport with parents from the non teaching staff and some at times were negative about the management to parents. The teaching staff with more maturity however were caring and professional. I did feel that at the other after school club that I have used, that they operated on 'another level'. On the positive, the children often happily played together, putting on 'talent shows' to each other or played football in the reception playground when weather was fair. Our experience of this after school club meant that for subsequent care I chose a child minder as I did not think the provision was good enough.

Manager Michelle seems a bit disorganised at times and bill is always wrong / different every month despite my child doing regular days / times at before / after school club.

We appreciate the provision of before school club as it is an important facility to allow us to continue as working parents. Some of the staff who run the club seem very young and inexperienced and in general the staff don't always offer a welcoming experience in the mornings. This is in contrast to when we drop our daughter off at a nursery where staff are warm and welcoming, ask questions about your weekend and generally seem interested to know about you and your family lives. This gives you a genuine sense that they care about the provision of care for your child. The before school club does not often give you that sense of care, it often feels like a generic "service" and can feel quite cold and unwelcoming. We note that the breakfast offered is often sourced from the supermarket value range which also gives a sense of cheapness and a lack of consideration for the child. The games all look old, often broken and in general there appears to be a lack of investment for the children. Where is the evidence that any of the money we spend is being reinvested for the benefit of the children? We also feel there is often conflict between the school and the before school club, issues like facilities, room shares etc that should not be externalised to the parent body. If there are problems, they should be addressed between the school and the club. Finally, if the club was able to open 15 minutes earlier in the morning, that would be very helpful to support parents who need to commute into Leeds - that extra 15 minutes can be very valuable when battling the rush hour traffic!!

I think that Miss Taylor is excellent - she will work with parents and is brilliant with the children. I feel that some of the younger staff are not as engaged and able to manage the children. I have already provided feedback on the standard of food and this has been actioned to some extent. I think that the problem is that the owner of the business is not very approachable and does not engage her team well - this reflects on the staff clearly. I think that there are numerous improvements that could be made to cost and environment without too much effort. I think parents who are using the facilities do so because there is no other choice but generally I feel that most are unhappy in some way.

I would love for you to take this in house and be more flexible in terms of if there was a sudden emergencies! Plus homework provision time.

Expensive in comparison what we get!!!!?????

I think whoever runs a childcare club should like children.

Both my children used to attend B/A school club as we work full time. Neither of them enjoyed it due to the nastiness of the club owner. Both used to cry before going and I had to seek alternative provision. The activities were uninspired and the food at tea time was repetitive. What a gold mine this could be for the school if managed properly. (and fun for the kids)

This facility cost quite a lot of money, maybe there needs to be a fresh approach to your wrap around care, as its quite basic and not very educational. I always drop-off and pick up and find the breakfast club a quiet, peaceful start to the day which is fine but the after school club just seems like theres lots of boys running round in a small area because theres no organized activities or structure, a bit of a free for all really

I had to change my working hours because my child was so upset at going to the breakfast club as he hated it. They do not seem to settle there.

The flexibility to add extra sessions as needed is a huge plus. My main problem has been with my 4 year old being spoken to unkindly and being on the receiving end of some name calling from

Feedback to before and after school club.

	<p>older children.</p> <p>it is a good service, especially as it is in the school grounds, its just the meals we are unsure about.</p> <p>People at the club do not interact with you. Better space for leaving folders and lunchboxes in an organised manner as it's like sifting through a jumble sale at the end of the day. Kids are happy there so issues are at parental level</p> <p>Shame as reflects on the school. Very concerned that my children not well looked after. No planning no activities no outdoor play. Better last yr as mr march really good and involved the children in activities and board games. Club is flexible for extra days. No communication with parents. - only to moan about how you get to the door/ pay. Find owner very difficult to communicate with. Provision during school holidays would be good.</p> <p>Staff always helpful and have been encouraging my child who has become upset recently. Possibly splitting group into key stage 1 and 2 May help younger ones settle better.</p> <p>I think the cost is expensive and more importantly our children do not enjoy or like this club which meant we had to find cover elsewhere.</p> <p>The staff seem to have no real interest in the children they are often sat at a table and the children are doing things around them, no welcome for parents and management can be rude. I feel its not a good reflection on the school itself and the provision could be better run and staffed. (we did leave in last year so things may have changed) All in all, good/convenient facility for working parents but can be costly if you need to use before and after school every day. Some of the toys/games are old and could do with an update.</p> <p>I think more structured activities and creative opportunities should be available and more staff interaction with the pupils, eg listening to them read etc and providing activities for the pupils to engage in. I would also like to see the breakfast club open at 7.30am as many parents do not use the facility as they are unable to get to work on time with a 7.45am start. Also, the prices are too high and put off a lot of parents from using the club.</p> <p>It needs a school-led review and overhaul to bring into line with the school ethos.</p>
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