



Ecclesall Kids Club Parent Survey February 2024

82 Parents took part in the Survey out of a total 220 Parents (Below are the comment responses)

Does your child enjoy coming to our club?

- They really like it in summer and when they are allowed outside in winter. (2 Parents)
- Reduced number of activities at breakfast club (4 parents)
- My child prefers sessions where his friends are there (2 Parents)
- Would prefer more healthy snacks or more snack option especially at Breakfast club (4 Parents)
- My child enjoys kids club – General Comments (10 Parents)

I believe the club offers good value for money?

- 80% of parents ticked good value for money.
- 4 Parents stated it was expensive and felt better food option should be provided.

Do the current Opening Hours of Breakfast club suit your needs?

- 16 Parents commented that they would like the club opening earlier at 07:30am

Do the current Opening Hours of Afterschool club suit your needs?

- 6 Parents commented they would like the club opening until 6:15pm /6:30pm

Do you find magic booking easy to use? General Comments below:

- Hard to navigate.
- Cancelling a booking seems to take a lot of time.
- I never know whether a booking has been received/accepted.
- Not very intuitive
- Overly complicated and not clear
- Go live the system crashes a lot with the volume of bookings and parents trying to use it
- Having a list of bookings on a month-to-view calendar would be easier,
- Booking window in February creates a lot of stress and anxiety.
- Not user friendly



- 90-day cancellation policy needs to change and be reduced
- Getting used to the system. I appreciate the email reminders.
- The accounts statement is difficult to interpret.
- Often have to email the admin.
- Difficult to view what bookings I have made & there is no option to see if sessions are available in the future.
- It's not clear to see which sessions are booked.
- Apart from when booking dates for the upcoming year, very easy to navigate.
- It's ok when you get used to it

If you use Holiday club could you tell us the most important factor in choosing the day/ days you book?

- I would like a) holiday club to be running for more of the holiday days and b) more notice of when it will / will not be running.
- The most important factor is knowing if there is going to be any provision sooner.
- We are using PlayIn as it provides more activities.
- During school vacation, not all the days are available, and we struggle to secure the child on such days.

If you don't use Holiday club please tell us the reason/s why?

- The dates are released too late for us.
- Needs more variety of activities.
- The activities aren't as organised as a lot of other clubs.
- I feel other holiday clubs offer more activities with more structure.
- I am keen for my child to go to a holiday club off school premises to have a proper break from 'school'.
- the program is sparse compared to other holiday clubs and i have to provide a packed lunch.
- We don't need childcare cover during holidays.
- Not a reliable option, sometimes not on
- I don't use the holiday club as don't want my children to get bored of the club after school.



How would you rate the communication about the club E.g. - Website, Newsletter, Posters, Emails?

- 89% of parents ticked this is about right
- Share information about the activities you do and about who the staff are who support our children. (3 Parents)
- Communicate the snacks/ Food options (1 Parent)

If you could choose one thing that would improve the club please let us know what this would be? General Comments Below:

- Being able to book late the day before
- A more flexible approach to bookings through the year when work patterns and requirements can change.
- A refund policy which doesn't require 90 days' notice.
- If I could improve one thing it would be the booking system.
- Holiday club dates released earlier.
- Can't think of anything that could be improved.
- Not applying late penalty charge in the first offence
- Please know how much we like the club - the kids are very happy there and the staff are all great
- consistent opening in the school holidays
- Longer opening hours
- Definitely able to get a place each term.
- The 90-day cancellation. It is far too long.
- The engagement with parents at the end of a session has work to do.
- Less stressful booking process
- Food variety could be much improved.
- Ensuring that there is enough capacity for the requirements of the school.
- More availability
- A better booking system