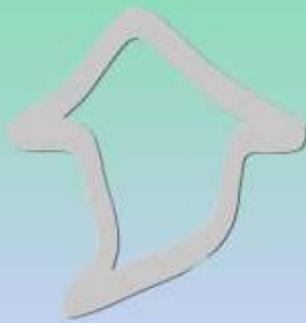




Kidzone
@ the Den



Survey Feedback

2012 / 13

Message from the Team

**We have had a fantastic response
to this year's questionnaire.**

Your comments and thoughts have enabled us to review our current practices and look at areas to improve. In this booklet you will find a selection of comments/suggestions with responses.

Thank you

Our Aim

We aim to provide a high quality service which meets the needs of both parents/carers and children.

For parents/carers this means knowing that your child is safe and happy in a club that is reliable and offers a consistent service.

For a child this means an environment that is safe, supportive, encouraging, challenging, a place to be with friends and make new ones, try out new activities, to relax, to have fun and enjoy.

Children's Responses

Here you will find just a selection of comments made on the children's section of the questionnaire.

The idea of there being a place for children over 8 to chill and also a place for children to do homework.

Dressing up.

"It's great to see that we all have different experiences at Kidzone which we enjoy. Keep an eye out for new equipment arriving soon!"

Playing with my friends, chill out zone, swimming and going on trips!!

What do you enjoy the most?

"Thank you, there are many comments from other children which reflect your response, we can see that the Chill Out Zone is a very popular feature of Kidzone. We are very happy to see that it makes a difference to your experience of Kidzone. Keep looking after the room and suggesting ways which we can improve it."

Magna was ace!!

Trip to Seven Acres Nature Reserve

"So much hard work goes into putting together different and exciting holiday club agendas, activities and trips, it is great to see that all the hard work has paid off."

"For every session we plan and prepare the rooms downstairs with a number of different games/equipment.

We appreciate that this may not always be something you enjoy doing, this is where it is great that we have nine playrooms for you to choose from."

Not much to do downstairs.

Board Games

Watching TV

The Grass and the Quad

What do you least like to do?

Go Home

"It is very nice to see that some of you least like to go home from Kidzone."

"We are very aware that many of you love to play in the Kidzone playground, however, in the holidays it is sometimes necessary to use a bigger play space as there are more children. We have lots of equipment for you to use in bigger spaces"



"What fantastic ideas for activities, we will add these in to the planning for future holiday clubs.

You can suggest ideas all year round by talking with a member of staff."

Have a bring your own toys in day.

Bake

Play sports more such as Cricket

Word Searches

What else would you like to do?

Have a table tennis table outside/inside to play on.



"Space is very limited here at the den with so much equipment for you to enjoy. Unfortunately we do not have space to squeeze in a table tennis table; however, we do have a conversion kit which can convert any table into table tennis. "

My child felt whales and snails was too young for him. He would prefer to go to party and play.

"This is a great idea, we will look into this for future holiday clubs"

What about a trip to the Veladrome - BMX?

"Great News!! We have added this suggestion to our October Holiday Club"

Have double the time on computers (20 Minutes)



"Following the upgrade of our ICT Suite to include two brand new PC's and four Playstation 3 we have reviewed our policy on the amount of time allowed. Although this has not doubled to 20 minutes we have increased the time to 15 minutes. We feel that this is enough time for you to enjoy a game before exploring all of the other activities we have to offer! "

Is there anything else you would like to say?

We love coming to Kidzone in the holidays. It's fun and we have made nice friends and the staff are friendly. We would come to afterschool if there was a pick up bus.

Thank you for a wonderful summer

Everything is excellent according to my child

The staff are great.

We have had a fantastic year with so many suggestions and ideas being implemented to make Kidzone even better for you. It is so nice to hear how many of you really like coming to Kidzone and how much you enjoy it.

Parent Responses

Here you will find just a selection of comments made on the parent's section of the questionnaire.

How do you feel about the activities provided, what improvements could be made?

"More children being able to go on trips arranged."

"To provide a flexible service for all parents, trips are optional; numbers are often limited to ensure that we are able to provide a safe environment not only on the trip but also back at Kidzone. In some circumstances trips may be limited due to the nature of the trip or by the attraction we expect to visit."

"Some of the trips seem expensive"

"We aim to offer trips to parents at the best possible price. We understand that some trips can seem expensive which is why we also aim to provide reasonable priced trips too. One of the main costs associated with the cost of trips is the cost of the coach, we do combat this cost by utilising the school minibus, however, this does limit the number of people we can take at any one time."

"I think overall the activities are good, you could make improvements here and there but you won't please everyone due to the amount of children you have attending, therefore keep doing what you are doing."

"Thank you very much for this response, we continue to work hard to provide a valuable experience for all children who attend Kidzone, whilst keeping the quality of care we provide, we will continue to work with the children to get their ideas for how we can improve their time with us."

What do you like best about the club?

We were thrilled to receive these responses.

"Quick responses to e-mails, security arrangements, professional manner of staff, behaviour expectations, cleanliness of rooms."



"The Fact that my son is generally disappointed when I turn up to collect him, he has so much fun there he doesn't want to leave. "



"Safe Environment, friendly efficient and helpful staff, easy access and parking. "

"Professional, organised and excellent communication, my son really enjoys it and looks forward to going."



"My children are really happy to get up in the holidays and go to the club. They love the activities and trips, and this makes our lives so much easier than sending them somewhere they don't want to go. Priceless!! "



"Warmth, Security, Setting and the diversity of activities available."

Are you happy with the system for receiving and giving information, what improvements could be made?

“E-mail also in addition to text”

“Please note that we already offer this service, the opportunity to opt-in to receive e-mail updates has been available since October 2009 with our first update being sent out in January 2010. Please contact the office if you would like to be put on the email updates list”

“Join the school blog.”

“This is a fantastic idea, we will look into the possibilities of this and how it could benefit our service.”

“Duplicating paperwork, I pay when I book the childcare in full, no need to send remittance notices every week.”

“From our Finance Department you will receive an invoice which will state the sessions your child has attended, statements detailing the balances on your account are usually sent alongside this bill to provide clarity. Please note that bills are only sent out weekly during the summer period. This then reverts back to monthly billing from the start of the new school year. We understand your frustration at receiving these, however, the system used to generate the invoices automatically prints off the information, this is unavoidable.”

What do you like least about the club?

“I worry about the level of supervision on trips.”

“For every outing we work on a ratio of one member of staff: to every five children. This ratio is considered best practice within childcare. If we deem the trip to be a higher risk, for example, Ice Skating, we will look to lower that ratio to safeguard the welfare of everyone involved. Our safety record on trips is exemplary”

“It’s the length of time children wait at school reception to be collected.”

“Our staff arrive at Beech House at 3:30pm to collect the reception children from their classrooms, all children then meet at the music room and a register is taken to ensure all children are accounted for.

We aim to be back at Kidzone as soon as possible, however, delays do occur for a number of reasons. Some of these reasons are:

- Children being collected from school by parent/carer and Kidzone not being notified.
- Children being let out of class late or returning from Swimming at the Arts Centre.
 - Lost or forgotten items of clothing or school equipment.
 - Children arriving without being booked in.
- To ensure the safety of the children when crossing the busy road to Kidzone, we have the Beech House Sergeant to help us; sometimes this means we have to wait for him to complete his duties.

Unfortunately we do not have control over these events.

“Space for kids, activities, homework corner preferred for older kids.”

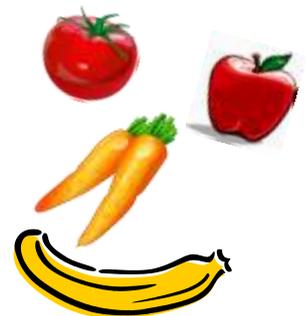
“We feel that we are able to offer children who attend our setting a unique facility which allows them freedom and choice in what they choose to do when they attend. With nine individual playrooms filled with toys, games and equipment there is so much choice for children. Our over 8’s enjoy the comfort of the Chill Out Zone and in the after school club can utilise the space we provide in the Homework Room.”

“Range of food offered at Afterschool care, would like to see a more substantial ‘snack’ offered, e.g. Cheese and Ham sandwich, beans on toast.”

“We endeavour to have ten different options in the week, two per evening. We do this to try and cater for every child and their preference, which I’m sure you can appreciate, is difficult. When deciding on the food, we carefully consider the options and try to ensure they are healthy and nutritious. Some examples of the options we offer are open sandwiches the children create themselves, yoghurts, cheese and crackers, Dairylea Dunkers and Cereal bars. During the winter months we provide toast, crumpets etc. To go alongside these there is fruit and crudities, breadsticks, Crackerbread and dip; these are left out throughout the evening for the children to eat at their leisure and brought out again for the children still remaining at 5:30pm.

Unfortunately due to the logistics of having a large number of children, space, staffing and health and safety, it is not possible to offer more hot food.

The snack we provide is what it states, just a snack to keep the children going until they go home, it is not a substitute for an evening meal.”



Thank You for taking the time to read our responses

PLEASE NOTE:

A comprehensive version of this report will be available on our Parent’s Noticeboard and on the websites.

If you have questions or suggestions you would like us to respond to personally, please contact us on the details overleaf.



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