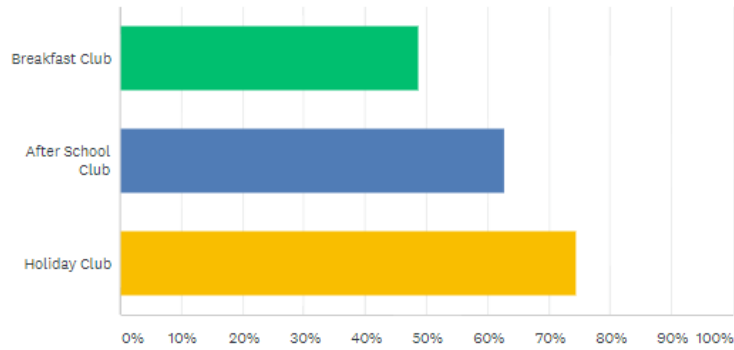


## Annual Questionnaire Summary- January 2018

Which of our services do you currently use?

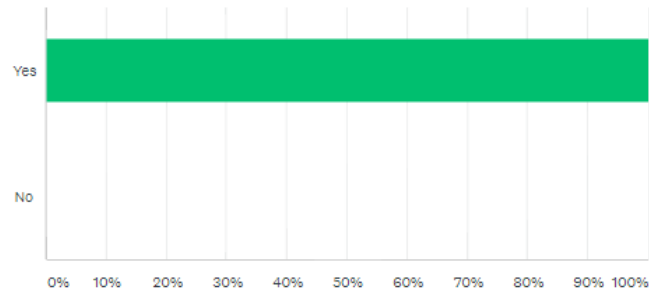
Answered: 43 Skipped: 0



ANSWER CHOICES	RESPONSES	
▼ Breakfast Club	48.84%	21
▼ After School Club	62.79%	27
▼ Holiday Club	74.42%	32
<b>Total Respondents: 43</b>		

Do you feel you get value for money at the services you use?

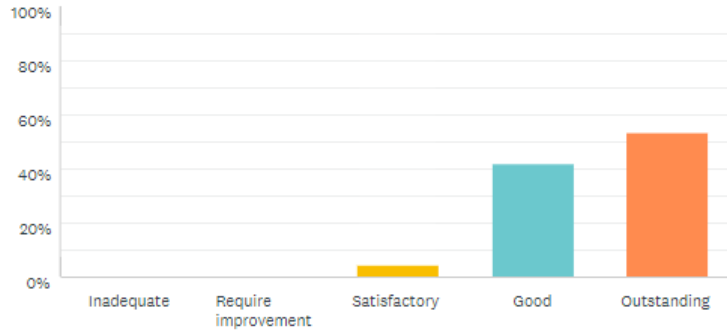
Answered: 43 Skipped: 0



ANSWER CHOICES	RESPONSES	
▼ Yes	100.00%	43
▼ No	0.00%	0
<b>TOTAL</b>		<b>43</b>

## What level of care do you feel your children get from the whole team?

Answered: 43 Skipped: 0



ANSWER CHOICES	RESPONSES	
▼ Inadequate	0.00%	0
▼ Require improvement	0.00%	0
▼ Satisfactory	4.65%	2
▼ Good	41.86%	18
▼ Outstanding	53.49%	23
<b>TOTAL</b>		<b>43</b>

## Now we are using an external provider for our meals, how do you rate the evening menu (1 being poor and 5 being excellent)?

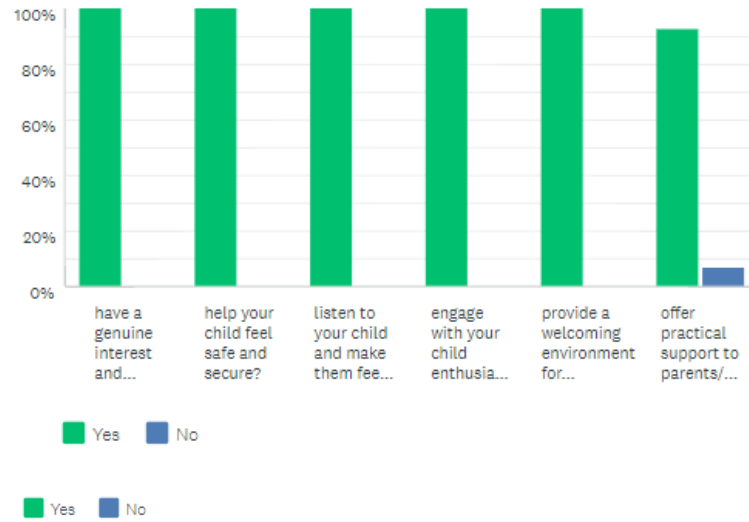
Answered: 39 Skipped: 4



	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
▼ ☆	10.26% 4	7.69% 3	28.21% 11	33.33% 13	20.51% 8	39	3.46

## Do you feel the staff:

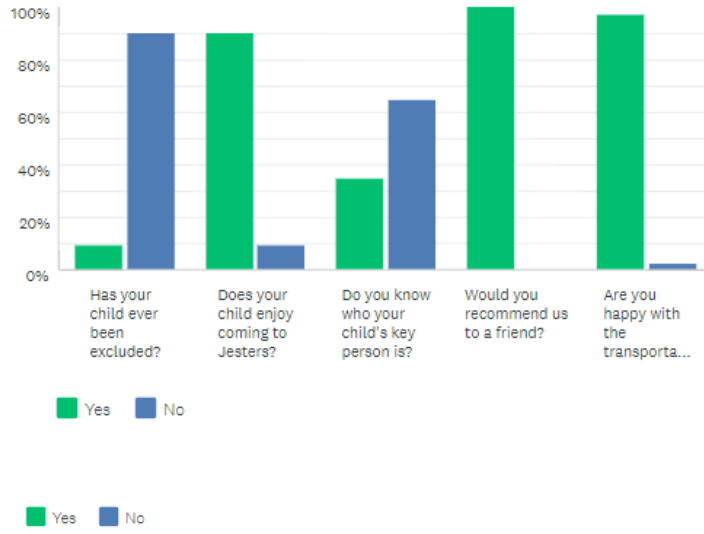
Answered: 43 Skipped: 0



	YES	NO	TOTAL
have a genuine interest and understanding of your child?	100.00% 43	0.00% 0	43
help your child feel safe and secure?	100.00% 43	0.00% 0	43
listen to your child and make them feel valued?	100.00% 43	0.00% 0	43
engage with your child enthusiastically?	100.00% 43	0.00% 0	43
provide a welcoming environment for children and parents/ carers?	100.00% 43	0.00% 0	43
offer practical support to parents/ carers?	92.86% 39	7.14% 3	42

# Please answer yes or no to the following questions

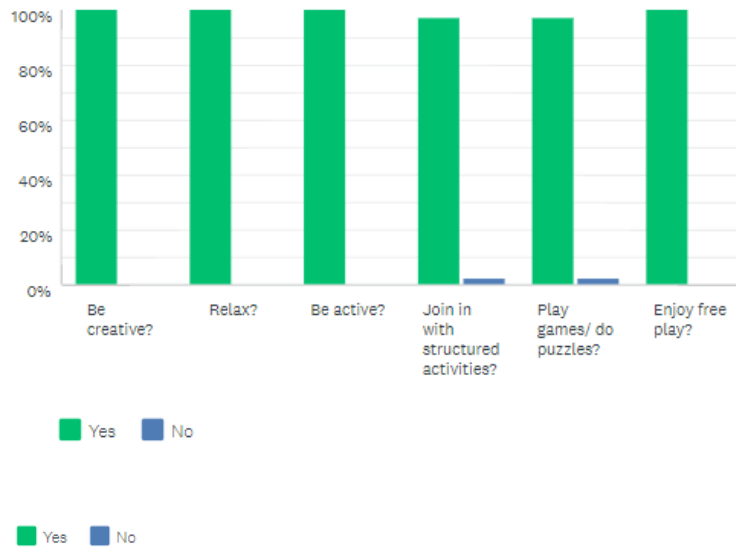
Answered: 43 Skipped: 0



	YES	NO	TOTAL
Has your child ever been excluded?	9.30% 4	90.70% 39	43
Does your child enjoy coming to Jesters?	90.70% 39	9.30% 4	43
Do you know who your child's key person is?	34.88% 15	65.12% 28	43
Would you recommend us to a friend?	100.00% 43	0.00% 0	43
Are you happy with the transportation provided?	97.56% 40	2.44% 1	41

## Do you feel your children get adequate time to:

Answered: 43 Skipped: 0



	YES	NO	TOTAL
Be creative?	100.00% 43	0.00% 0	43
Relax?	100.00% 43	0.00% 0	43
Be active?	100.00% 43	0.00% 0	43
Join in with structured activities?	97.67% 42	2.33% 1	43
Play games/ do puzzles?	97.67% 42	2.33% 1	43
Enjoy free play?	100.00% 43	0.00% 0	43

## What are your top 3 reasons for choosing Jesters as your choice for Childcare?

Friendly and professional staff	23
Location	19
Flexible	10
Excellent resources/ activities/ facilities	10
Reputation	9
Transport/ Collection from child's school and after school clubs	9
Child(ren) love it	8
Good value	7
Services and level of care provided	6
Timings	6
Convenient/ practical	6
Garden	5
Environment	4
Children make friends from other schools	3

Fun	3
Accessibility/ Availability	2
Secure and safe	2
Clean	1

Please rate us on the following:

Answered: 43 Skipped: 0



	INADEQUATE	REQUIRES IMPROVEMENT	SATISFACTORY	GOOD	OUTSTANDING	TOTAL
Cleanliness	0.00% 0	0.00% 0	9.30% 4	48.84% 21	41.86% 18	43
Indoor environment	0.00% 0	0.00% 0	9.30% 4	53.49% 23	37.21% 16	43
Outdoor environment	0.00% 0	0.00% 0	2.33% 1	41.86% 18	55.81% 24	43
Location	0.00% 0	0.00% 0	0.00% 0	58.14% 25	41.86% 18	43
Staff	0.00% 0	0.00% 0	0.00% 0	32.56% 14	67.44% 29	43
Flexibility	0.00% 0	0.00% 0	2.33% 1	25.58% 11	72.09% 31	43
Activities on offer	0.00% 0	2.33% 1	0.00% 0	41.86% 18	55.81% 24	43

Please use the space below to give any additional feedback

- Very happy with Jesters!
- Keep doing what you're doing. Your service is invaluable to us
- Oliver loves attending
- Amazing childcare wouldn't go anywhere else and would always recommend! Wouldn't be able to work the hours I do without Jesters!
- We love Jesters :)
- People make the difference at Jesters
- I recommend Jesters all the time!
- Really appreciate the staff helping with homework. All the staff are very friendly and helpful and always seem very engaged with the children which is lovely to see. I'm really happy with the provision at Jesters.
- Fantastic service- thank you to the staff for making my children's time there so enjoyable

- Someone is always on messenger answering questions booking in etc. The flexibility of pick up after clubs at school is so impressive as not something I would expect to provide. The prices are reasonable. The fact you can book ad hoc days is so helpful to our situation.
- Ad hoc childcare requests that vary to the normal routine requested are sometimes not feasible to fulfil due to limited space to cater for journeys to and from school
- Emma is fantastic
- Thank you for all that you do
- People make the difference at Jesters.
- We are very happy with the service at Jesters. All the staff are brilliant, but Emma in particular is an outstanding member of staff. Our child is always happy to go to Jesters and enjoys his time there.
- Great place to leave children so parents can work
- I feel my children would like going more if they were helped into groups and making friends. They don't appear to of made good connections with children which is why they feel anxious to go, but once there they are ok.