

“The service is a lifeline”

Parents/carers’ thoughts on OSC

Survey results of parents/carers using out of
school care (OSC) in Scotland

January 2019



The Scottish Out of School Care Network (SOSCN)

“The service is a lifeline – parents/carers’ thoughts on OSC”



ABOUT THE SCOTTISH OUT OF SCHOOL CARE NETWORK (SOSCN)

The Scottish Out of School Care Network (SOSCN) is the national intermediary charitable organisation supporting the out of school care sector in Scotland. SOSCN is a Company Limited by guarantee and is a Scottish registered charity (SC020520).

SOSCN provides support, mentoring, training, information and resources to all childcare services providing play, care and learning opportunities for school-age children in Scotland.

Web: www.soscn.org

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SURVEY BACKGROUND

From the summer of 2017 to the summer of 2018 the Scottish Out of School Care Network conducted a survey of parents/carers using out of school care in various locations across Scotland. In total, 298 responses were received.

METHODOLOGY

The survey asked a number of background questions: name of service, number of children using the service; age of youngest and oldest children using the service; length of time using the service; whether any children had Additional Support Needs (ASN), and what services were used, ie. breakfast club, after school care, holiday care, in-service days.

Parents/carers were then asked to rate 22 statements according to a scale from ‘strongly agree’, ‘agree’, ‘neutral’, ‘disagree’ to ‘strongly disagree’. The first 16 statements were based upon their child’s experience of the service, 15 of which were grouped around the Wellbeing Indicators (Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible, Included). The other 6 statements were based upon the parents/carers’ experience of using the service.

Paper copies of the surveys were sent to services along with guidance on how to complete the questionnaire. The guidance emphasised that responses would be anonymous and participation was voluntary. (See appendices for the survey questions and completion guidance.)

On receipt of the completed questionnaires, SOSCN inputted the results for each survey into an online survey analysis tool (freeonlinesurveys.com). This tool was then used to collate results.

SUMMARY

Our parents/carers’ survey was undertaken between summer 2017 and summer 2018. Participants were asked background questions which included the number of their children using the service, if their children have any additional support needs and which services they used e.g. breakfast club, after school care etc. Participants were then asked to rate 22 statements based upon a scale from ‘strongly agree’ to ‘strongly disagree’; 16 of the statements were based upon the child’s experience of the service and 6 were based upon the parents/carers’ experience of the service. Finally, participants were encouraged to share their thoughts on what was worthy of merit in the service.

In total 298 responses were received from parents/carers from various services across Scotland.

49 parents (16% of all respondents) mentioned that their child/children has/have additional support needs and although many of these needs were unspecified the most common one was autism.

In terms of usage, 75% of parents/carers used more than one service provided by their out of school care service: 16% used breakfast and after school care clubs; 15% used breakfast, after school care, holiday and in-service day care; and 14% used breakfast, after school care and holiday care.

19% of parents/carers used only after school care – the highest percentage of ‘single-service’ use.

Overall parents/carers were very positive about their out of school care: 90% or more of respondents ‘strongly agreed’ or ‘agreed’ with 5 statements; 80-89% of respondents ‘strongly agreed’ or ‘agreed’ with 15 statements. The 5 most positively received statements were:

- ‘SAFE - my children are safe in the service’ (92% ‘strongly agreed’ or ‘agreed’)
- ‘NURTURED - the staff is friendly and supportive’ (91% ‘strongly agreed’ or ‘agreed’)
- ‘I am happy with the quality of the service’ (91% ‘strongly agreed’ or ‘agreed’)
- ‘My children generally enjoy attending the service.’ (90% ‘strongly agreed’ or ‘agreed’)
- ‘ACTIVE - my children have access to physical plan & activities both indoors & outdoors’ (90% ‘strongly agreed’ or ‘agreed’)

61% of parents/carers who provided comments highlighted staff as being the ‘most notable thing’ in the service.

BACKGROUND QUESTIONS

Not all the questions asked in this section were analysed as the results were of limited value, however, the following were analysed:

CHILDREN WITH ADDITIONAL SUPPORT NEEDS

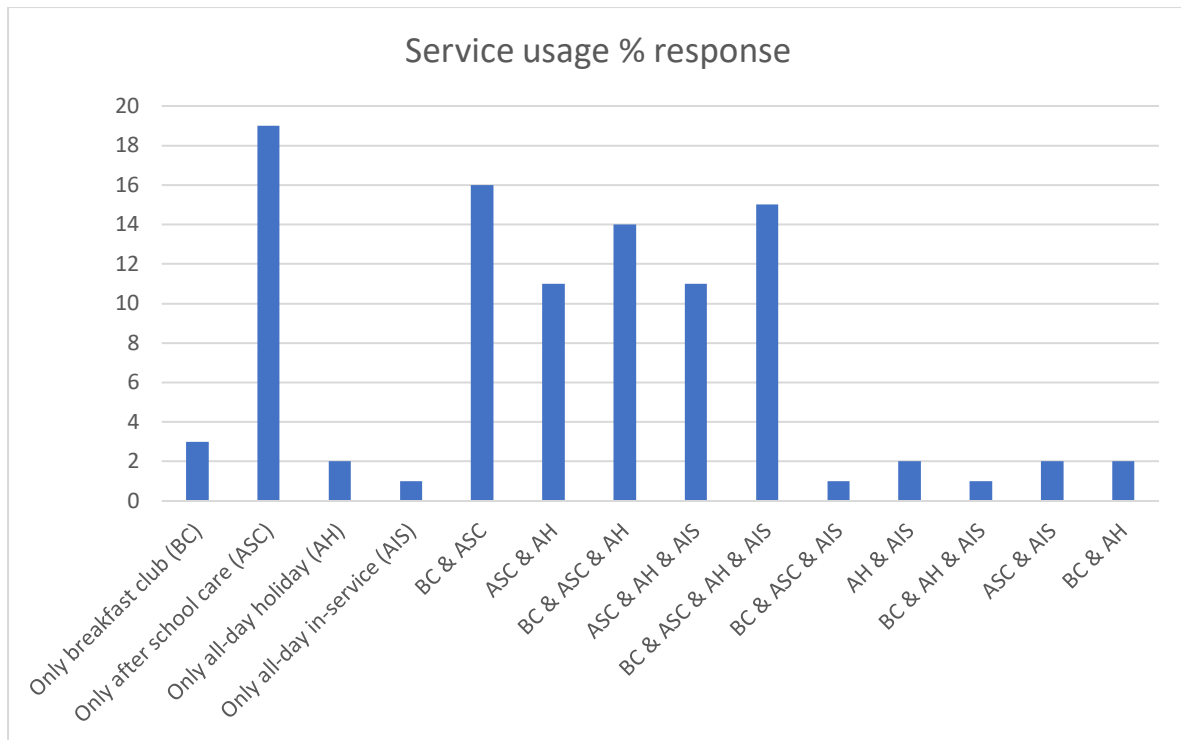
49 parents (16% of all respondents) mentioned that their child/children has/have additional support needs. Although many of the children’s disabilities were not specified, 17 children were said to be autistic, 6 had ADHD, 3 had Down’s Syndrome and 2 had Cerebral Palsy.

PATTERN OF USAGE

Parents/carers were asked about their usage of breakfast clubs, after school care, all-day holiday care and all-day in-service care. 75% of parents/carers used more than one service provided by their out of school care services: 16% used breakfast and after school care clubs; 15% used breakfast, after school care, holiday and in-service day care; 14% used breakfast, after school care and holiday care; 11% used after school and holiday care, and 11% used after school, holiday and in-service day care.

19% only used after school care. Overall, term-time after school care was the most used service.

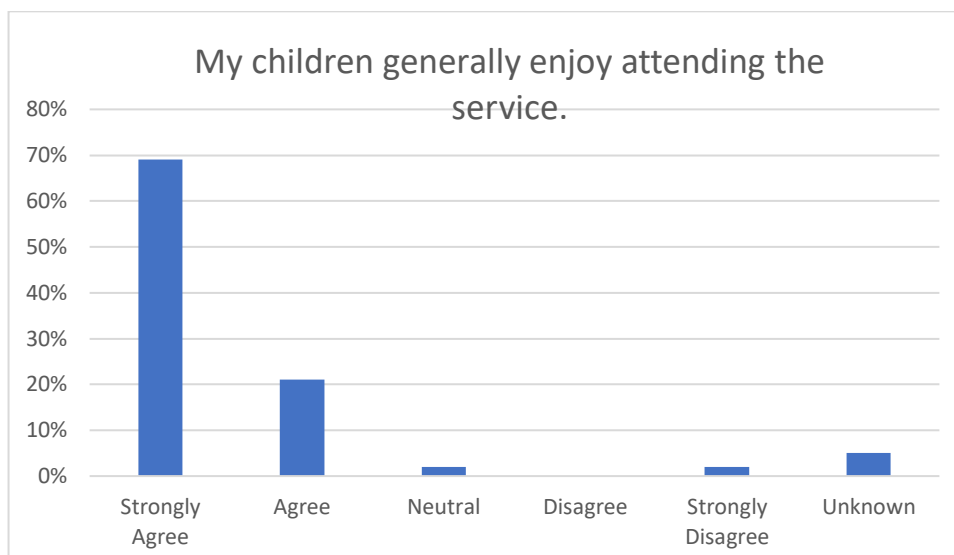
| Pattern of usage | % response |
|-------------------------------|------------|
| Only breakfast club (BC) | 3 |
| Only after school care (ASC) | 19 |
| Only all-day holiday (AH) | 2 |
| Only all-day in-service (AIS) | 1 |
| BC & ASC | 16 |
| ASC & AH | 11 |
| BC & ASC & AH | 14 |
| ASC & AH & AIS | 11 |
| BC & ASC & AH & AIS | 15 |
| BC & ASC & AIS | 1 |
| AH & AIS | 2 |
| BC & AH & AIS | 1 |
| ASC & AIS | 2 |
| BC & AH | 2 |



STATEMENT ONE: ‘My children generally enjoy attending the service.’

69% of parents/carers strongly agreed that their children generally enjoy attending the service; 21% agreed, 2% were neutral, <1% disagreed and 2% strongly disagreed with this statement. 5% was unknown.

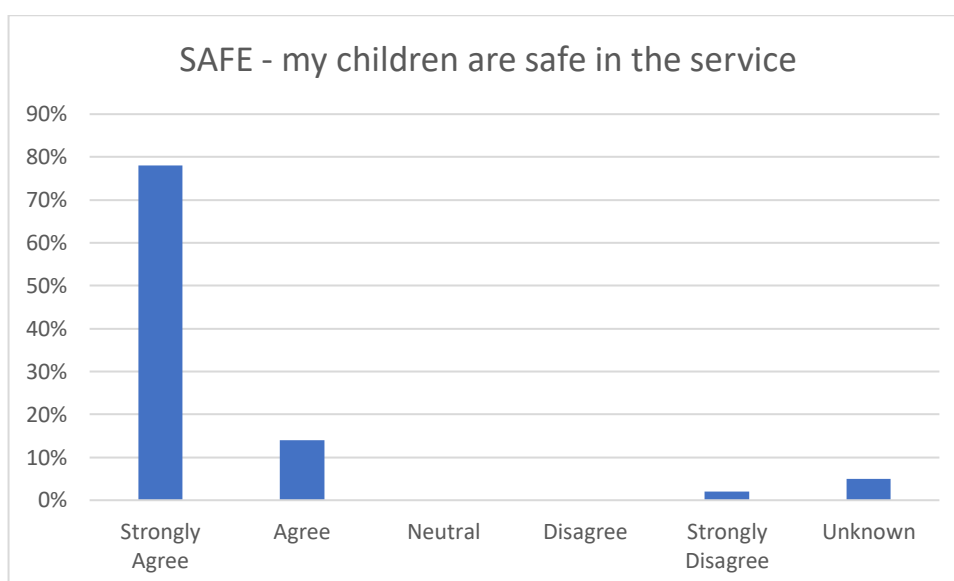
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Unknown |
|----------------|-------|---------|----------|-------------------|---------|
| 69% | 21% | 2% | <1% | 2% | 5% |



STATEMENT TWO: ‘SAFE - my children are safe in the service’

78% of parents/carers strongly agreed that their children are safe in the service; 14% agreed, <1% were neutral, <1% disagreed and 2% strongly disagreed with this statement. 5% was unknown.

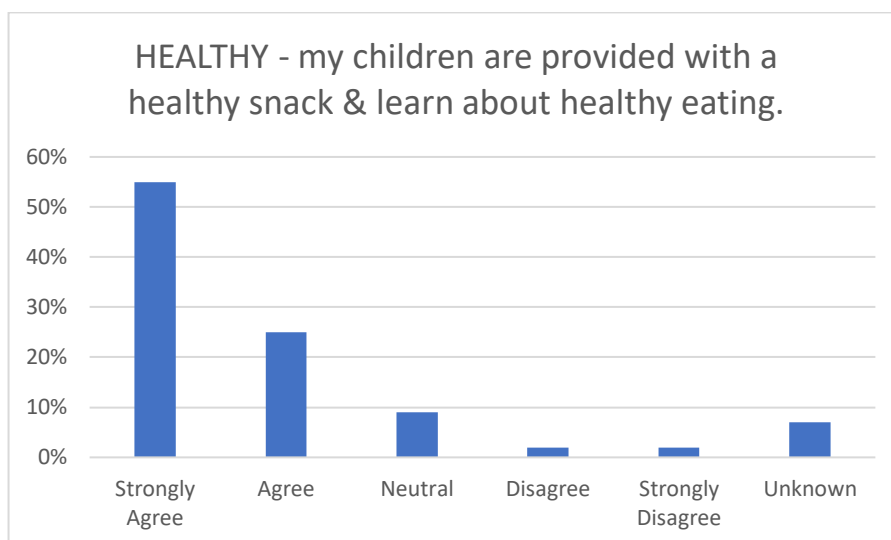
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Unknown |
|----------------|-------|---------|----------|-------------------|---------|
| 78% | 14% | <1% | <1% | 2% | 5% |



STATEMENT THREE: ‘HEALTHY - my children are provided with a healthy snack & learn about healthy eating.’

55% of parents/carers strongly agreed that their children are provided with a healthy snack and learn about healthy eating; 25% agreed, 9% were neutral, 2% disagreed and 2% strongly disagreed with this statement. 7% was unknown.

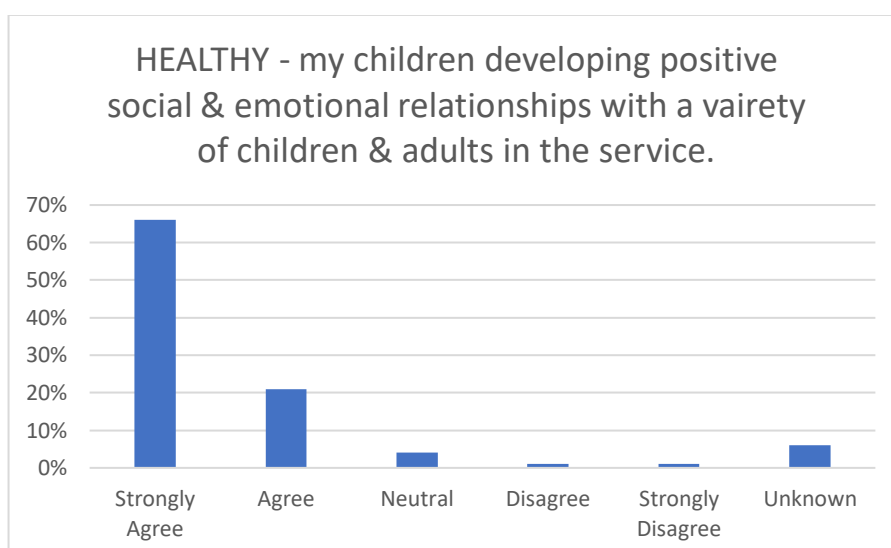
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Unknown |
|----------------|-------|---------|----------|-------------------|---------|
| 55% | 25% | 9% | 2% | 2% | 7% |



STATEMENT FOUR: ‘HEALTHY - my children develop positive social & emotional relationships with a variety of children & adults in the service.’

66% of parents/carers strongly agreed their children develop positive social & emotional relationships with a variety of children & adults in the service; 21% agreed, 4% were neutral, 1% disagreed and 1% strongly disagreed with this statement. 6% was unknown.

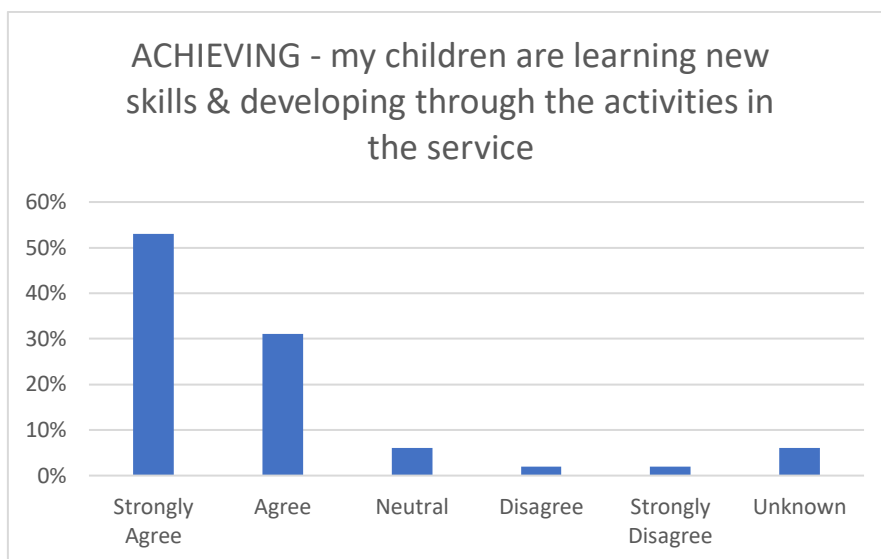
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Unknown |
|----------------|-------|---------|----------|-------------------|---------|
| 66% | 21% | 4% | 1% | 1% | 6% |



STATEMENT FIVE: ‘ACHIEVING - my children are learning new skills & developing through the activities in the service’

53% of parents/carers strongly agreed their children are learning new skills & developing through the activities in the service; 31% agreed, 6% were neutral, 2% disagreed and 2% strongly disagreed with this statement. 6% was unknown.

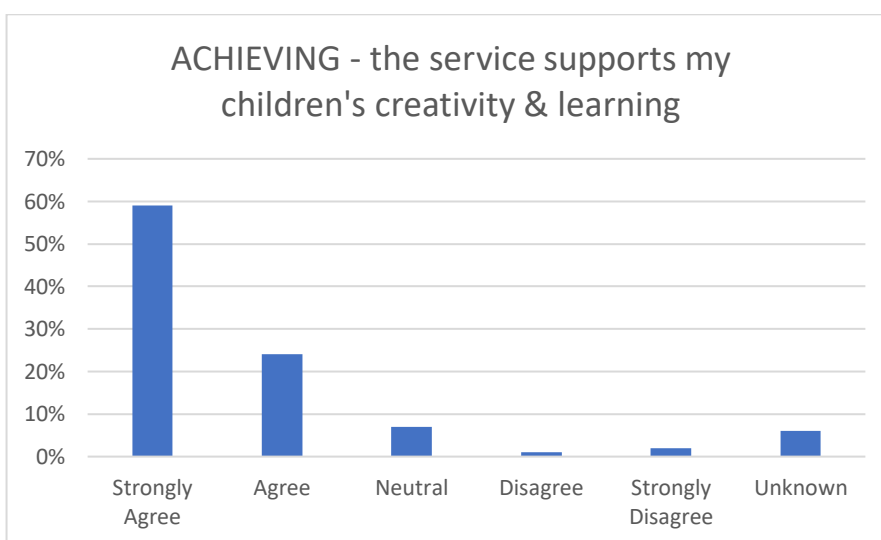
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Unknown |
|----------------|-------|---------|----------|-------------------|---------|
| 53% | 31% | 6% | 2% | 2% | 6% |



STATEMENT SIX: ‘ACHIEVING - the service supports my children's creativity & learning’

59% of parents/carers strongly agreed the service support their children’s creativity & learning; 24% agreed, 7% were neutral, 1% disagreed and 2% strongly disagreed with this statement. 6% was unknown.

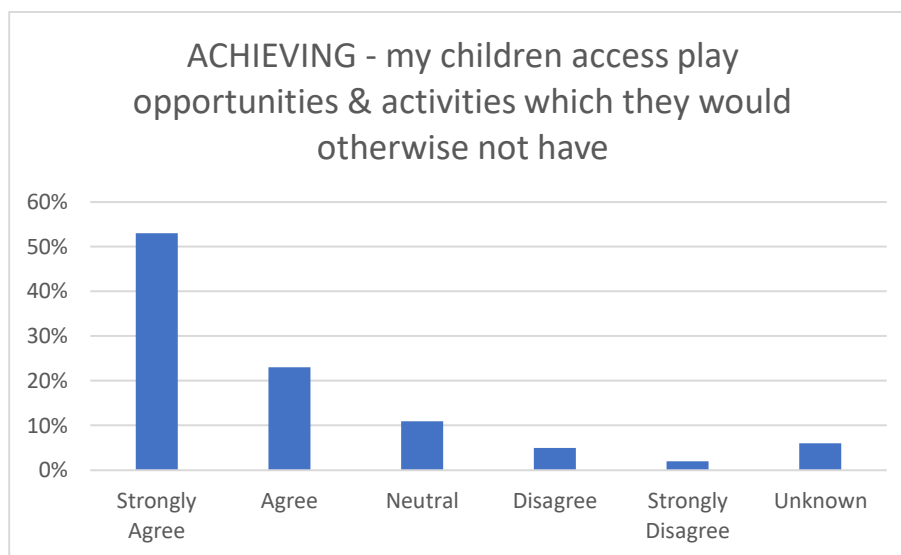
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Unknown |
|----------------|-------|---------|----------|-------------------|---------|
| 59% | 24% | 7% | 1% | 2% | 6% |



STATEMENT SEVEN: ‘ACHIEVING - my children access play opportunities & activities which they would otherwise not have’

53% of parents/carers strongly agreed their children access play opportunities & activities which they would otherwise not have; 23% agreed, 11% were neutral, 5% disagreed and 2% strongly disagreed with this statement. 6% was unknown.

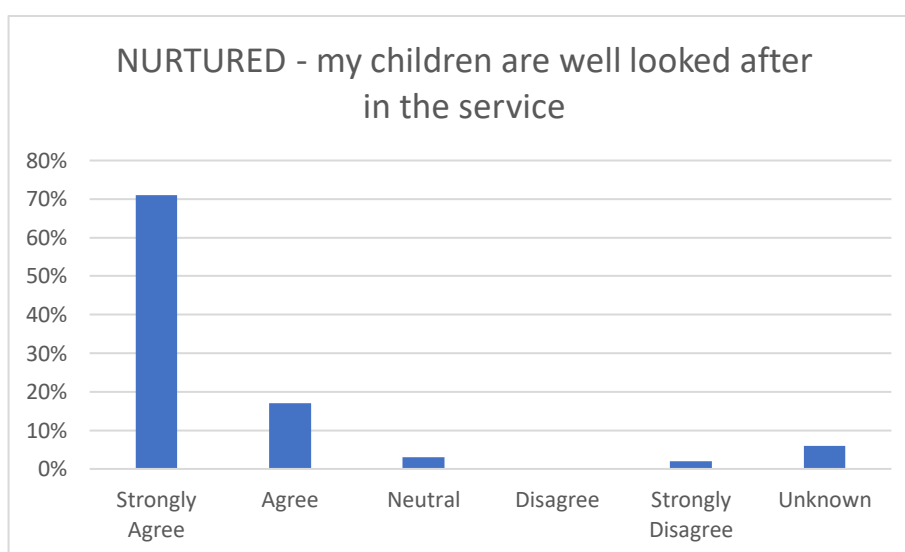
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Unknown |
|----------------|-------|---------|----------|-------------------|---------|
| 53% | 23% | 11% | 5% | 2% | 6% |



STATEMENT EIGHT: ‘NURTURED - my children are well looked after in the service’

71% of parents/carers strongly agreed their children are well looked after in the service; 17% agreed, 3% were neutral, 0% disagreed and 2% strongly disagreed with this statement. 6% was unknown.

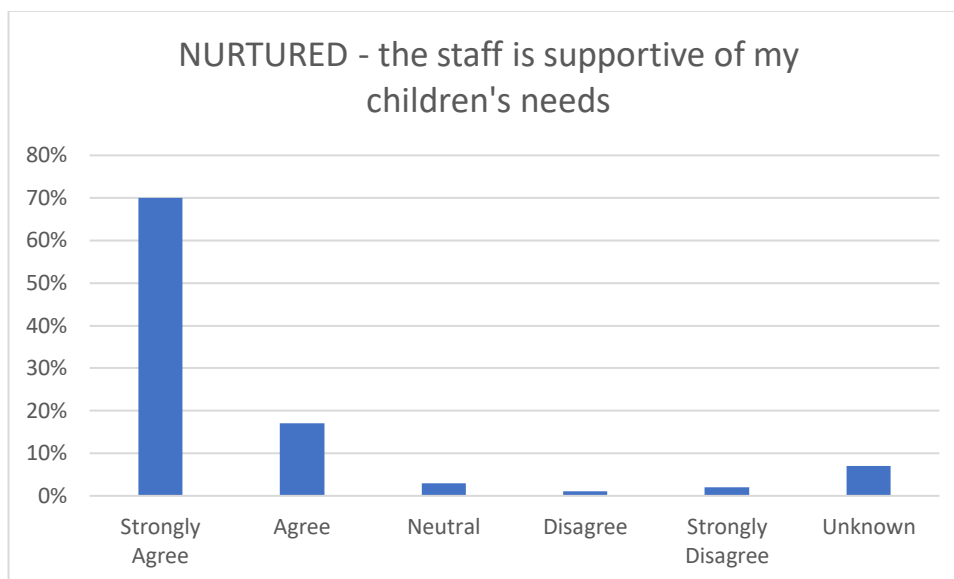
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Unknown |
|----------------|-------|---------|----------|-------------------|---------|
| 71% | 17% | 3% | 0% | 2% | 6% |



STATEMENT NINE: ‘NURTURED - the staff is supportive of my children's needs’

70% of parents/carers strongly agreed the staff is supportive of their children’s needs; 17% agreed, 3% were neutral, 1% disagreed and 2% strongly disagreed with this statement. 7% was unknown.

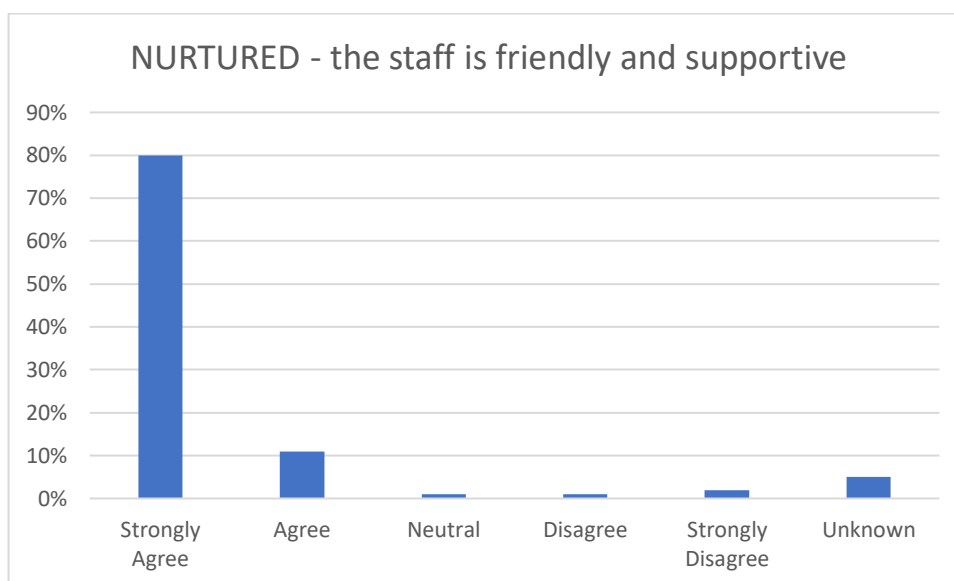
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Unknown |
|----------------|-------|---------|----------|-------------------|---------|
| 70% | 17% | 3% | 1% | 2% | 7% |



STATEMENT TEN: ‘NURTURED - the staff is friendly and supportive’

80% of parents/carers strongly agreed the staff is friendly and supportive; 11% agreed, 1% were neutral, 1% disagreed and 2% strongly disagreed with this statement. 5% was unknown.

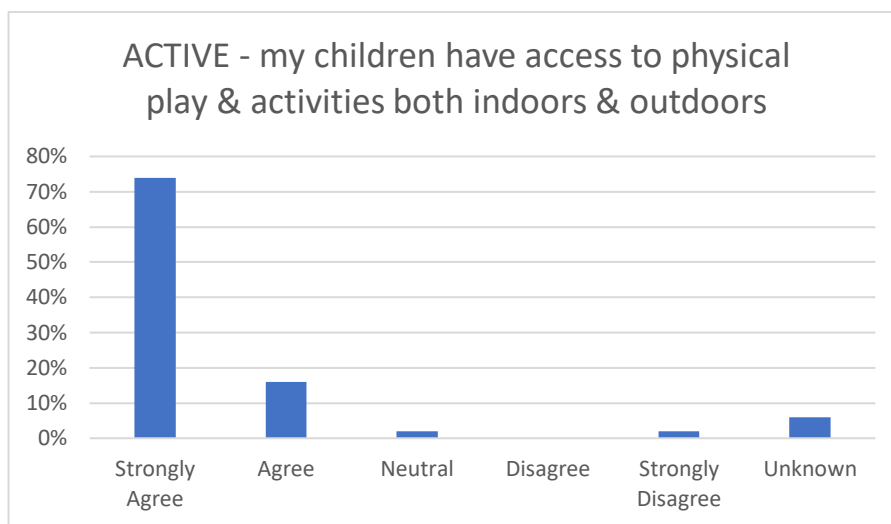
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Unknown |
|----------------|-------|---------|----------|-------------------|---------|
| 80% | 11% | 1% | 1% | 2% | 5% |



STATEMENT ELEVEN: ‘ACTIVE - my children have access to physical play & activities both indoors & outdoors’

74% of parents/carers strongly agreed their children have access to physical play & activities both indoors & outdoors; 16% agreed, 2% were neutral, <1% disagreed and 2% strongly disagreed with this statement. 6% was unknown.

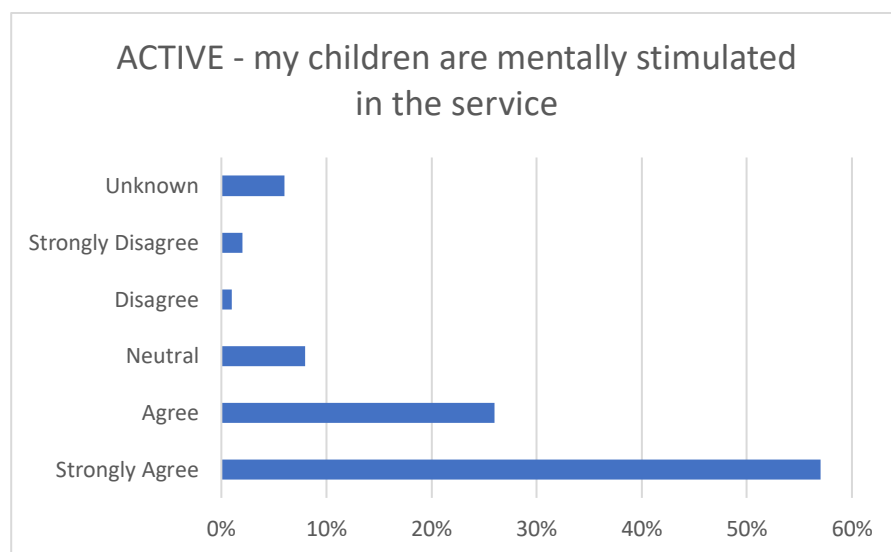
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Unknown |
|----------------|-------|---------|----------|-------------------|---------|
| 74% | 16% | 2% | <1% | 2% | 6% |



STATEMENT TWELVE: ‘ACTIVE - my children are mentally stimulated in the service’

57% of parents/carers strongly agreed their children are mentally stimulated in the service; 26% agreed, 8% were neutral, 1% disagreed and 2% strongly disagreed with this statement. 6% was unknown.

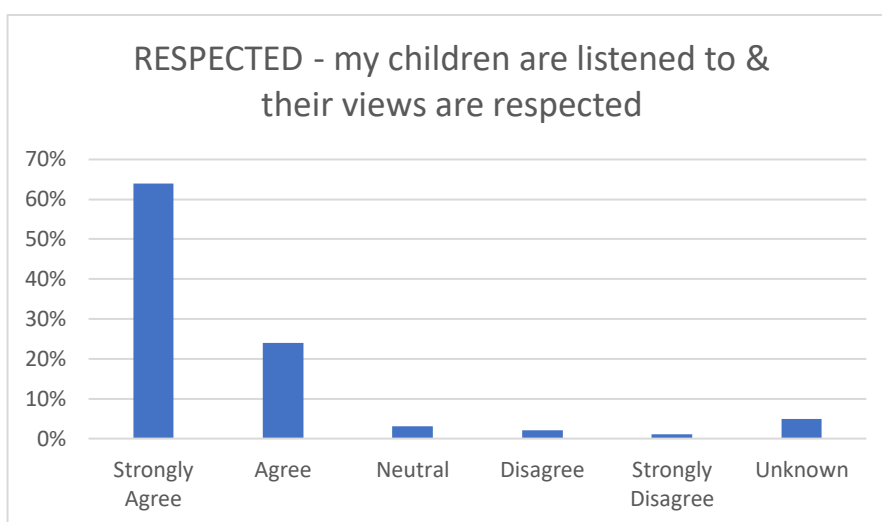
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Unknown |
|----------------|-------|---------|----------|-------------------|---------|
| 57% | 26% | 8% | 1% | 2% | 6% |



STATEMENT THIRTEEN: ‘RESPECTED - my children are listened to & their views are respected’

64% of parents/carers strongly agreed their children are listened to and their views are respected; 24% agreed, 3% were neutral, 2% disagreed and 1% strongly disagreed with this statement. 5% was unknown.

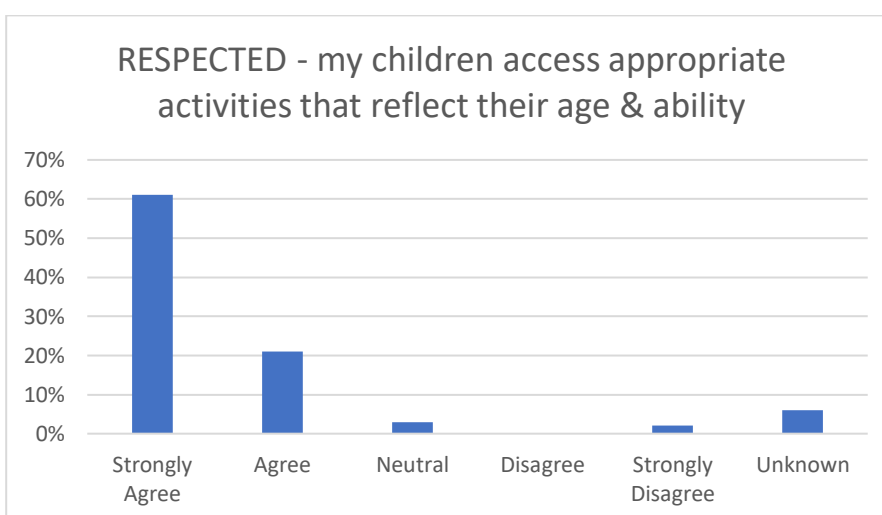
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Unknown |
|----------------|-------|---------|----------|-------------------|---------|
| 64% | 24% | 3% | 2% | 1% | 5% |



STATEMENT FOURTEEN: ‘RESPECTED - my children access appropriate activities that reflect their age & ability’

61% of parents/carers strongly agreed their children access appropriate activities that reflect their age and ability; 21% agreed, 3% were neutral, 0% disagreed and 2% strongly disagreed with this statement. 6% was unknown.

| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Unknown |
|----------------|-------|---------|----------|-------------------|---------|
| 61% | 21% | 3% | 0% | 2% | 6% |



STATEMENT FIFTEEN: ‘RESPONSIBLE - my children are learning to take responsibility for themselves & others’

56% of parents/carers strongly agreed their children are learning to take responsibility for themselves and others; 28% agreed, 7% were neutral, <1% disagreed and 2% strongly disagreed with this statement. 6% was unknown.

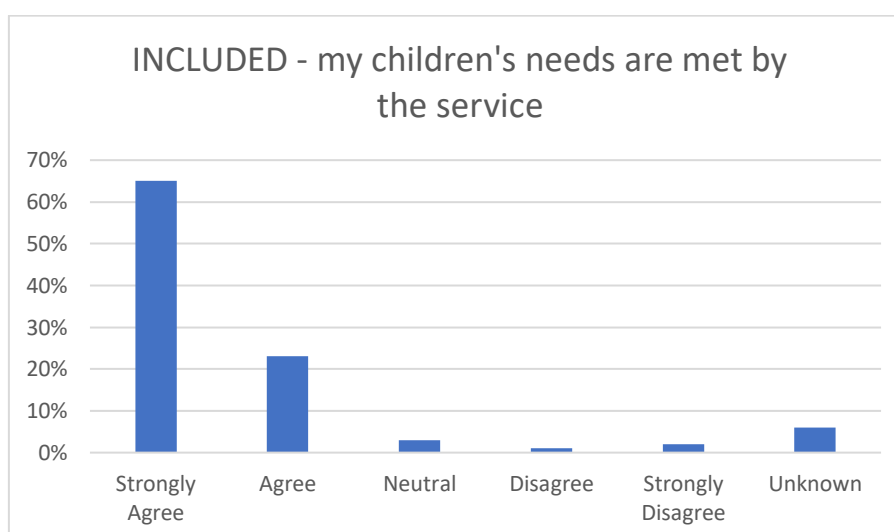
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Unknown |
|----------------|-------|---------|----------|-------------------|---------|
| 56% | 28% | 7% | <1% | 2% | 6% |



STATEMENT SIXTEEN: ‘INCLUDED - my children's needs are met by the service’

65% of parents/carers strongly agreed their children’s needs are met by the service; 23% agreed, 3% were neutral, 1% disagreed and 2% strongly disagreed with this statement. 6% was unknown.

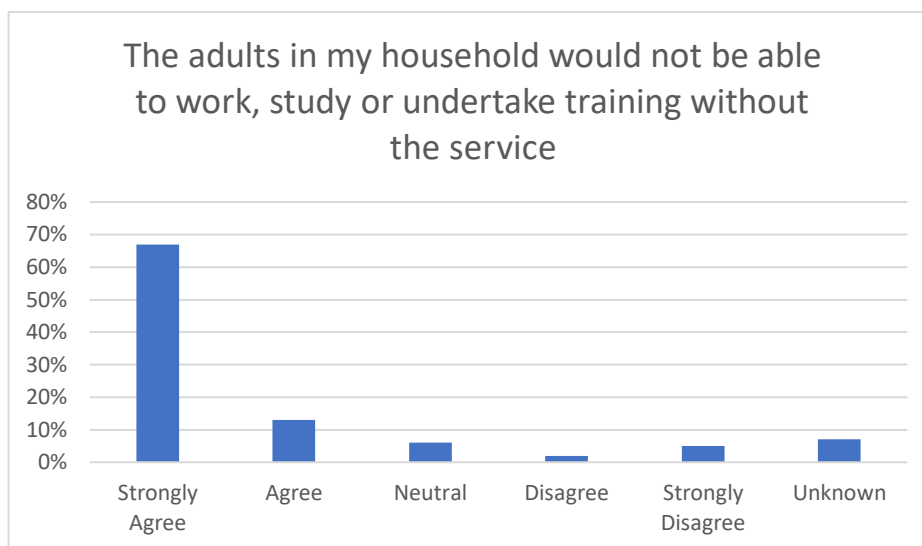
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Unknown |
|----------------|-------|---------|----------|-------------------|---------|
| 65% | 23% | 3% | 1% | 2% | 6% |



STATEMENT SEVENTEEN: ‘The adults in my household would not be able to work, study or undertake training without the service’

67% of parents/carers strongly agreed adults in their household would not be able to work, study or undertake training without the service; 13% agreed, 6% were neutral, 2% disagreed and 5% strongly disagreed with this statement. 7% was unknown.

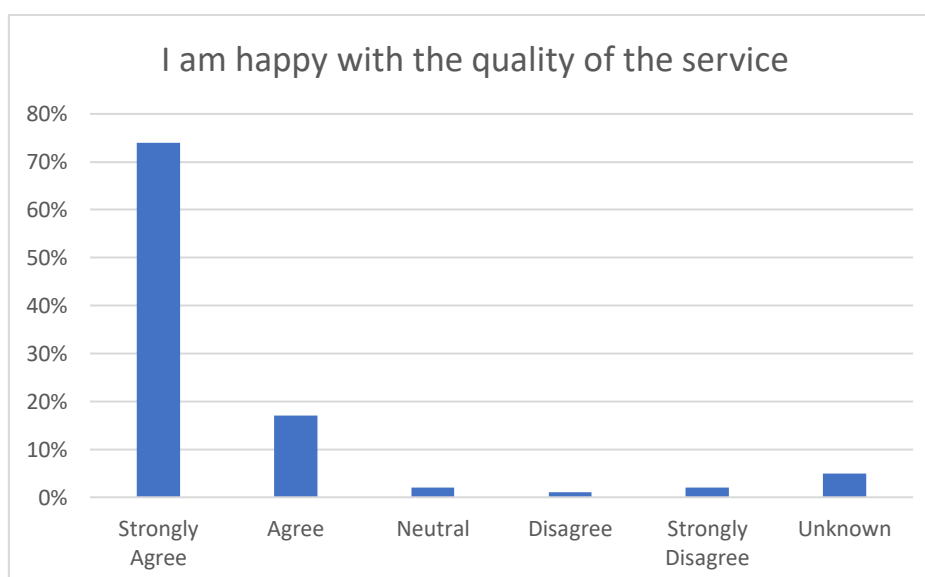
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Unknown |
|----------------|-------|---------|----------|-------------------|---------|
| 67% | 13% | 6% | 2% | 5% | 7% |



STATEMENT EIGHTEEN: ‘I am happy with the quality of the service’

74% of parents/carers strongly agreed they are happy with the quality of the service; 17% agreed, 2% were neutral, 1% disagreed and 2% strongly disagreed with this statement. 5% was unknown.

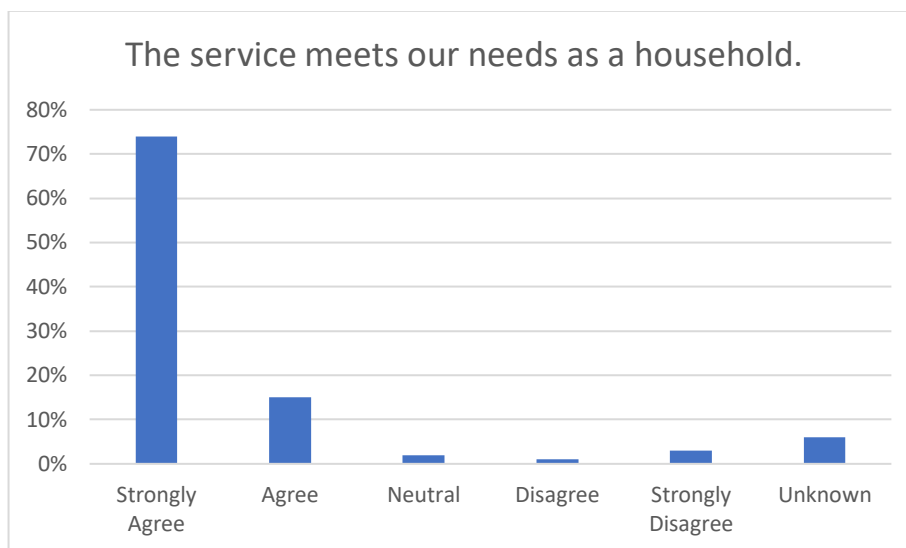
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Unknown |
|----------------|-------|---------|----------|-------------------|---------|
| 74% | 17% | 2% | 1% | 2% | 5% |



STATEMENT NINETEEN: ‘The service meets our needs as a household’

74% of parents/carers strongly agreed the service meets their needs as a household; 15% agreed, 2% were neutral, 1% disagreed and 3% strongly disagreed with this statement. 6% was unknown.

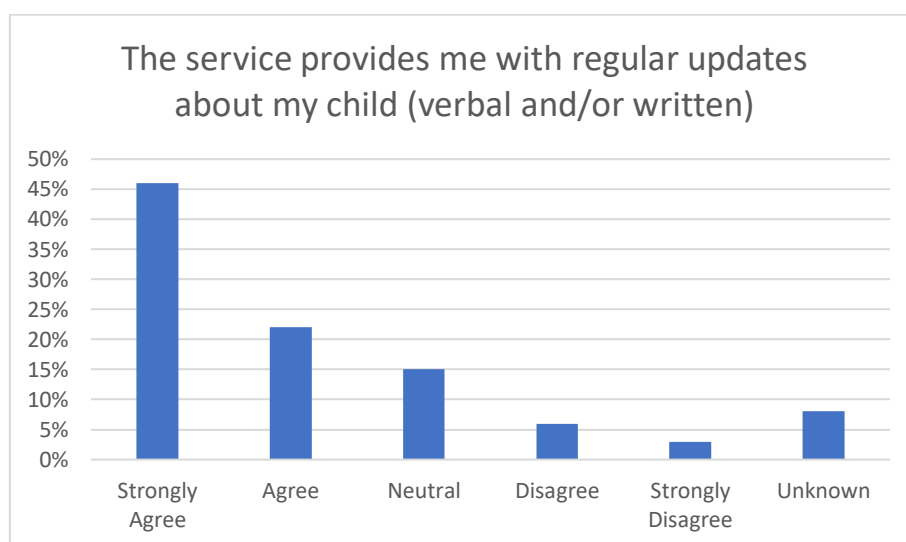
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Unknown |
|----------------|-------|---------|----------|-------------------|---------|
| 74% | 15% | 2% | 1% | 3% | 6% |



STATEMENT TWENTY: ‘The service provides me with regular updates about my child (verbal and/or written)’

46% of parents/carers strongly agreed the provides them with regular updates about their child (verbal and/or written); 22% agreed, 15% were neutral, 6% disagreed and 3% strongly disagreed with this statement. 8% was unknown.

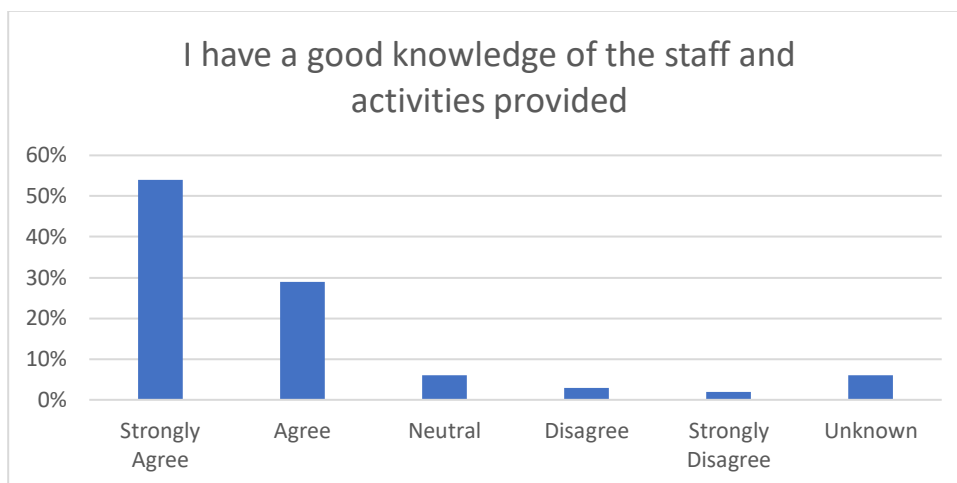
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Unknown |
|----------------|-------|---------|----------|-------------------|---------|
| 46% | 22% | 15% | 6% | 3% | 8% |



STATEMENT TWENTY-ONE: ‘I have a good knowledge of the staff and activities provided’

54% of parents/carers strongly agreed they have a good knowledge of the staff and activities provided; 29% agreed, 6% were neutral, 3% disagreed and 2% strongly disagreed with this statement. 6% was unknown.

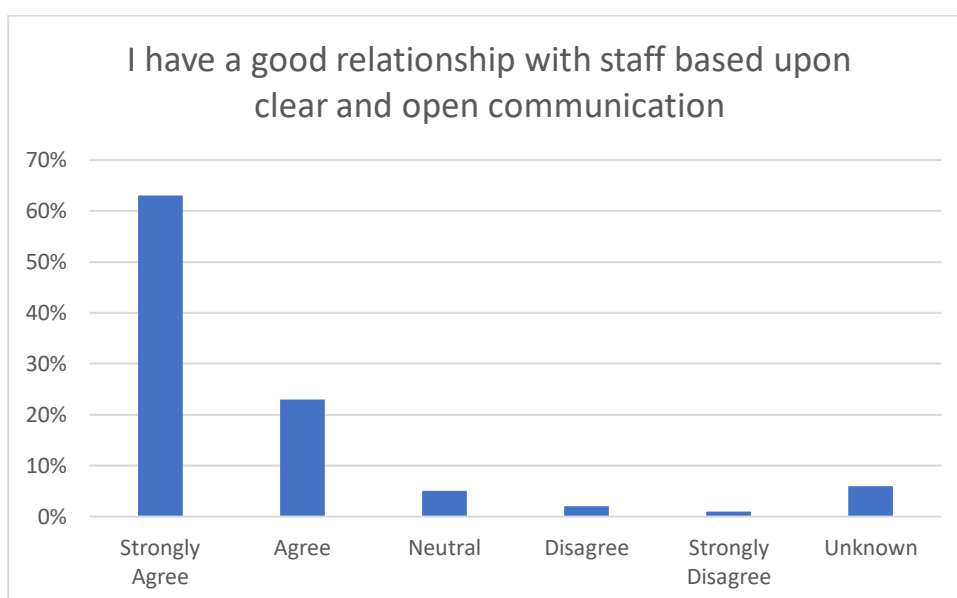
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Unknown |
|----------------|-------|---------|----------|-------------------|---------|
| 54% | 29% | 6% | 3% | 2% | 6% |



STATEMENT TWENTY- TWO: ‘I have a good relationship with staff based upon clear and open communication’

63% of parents/carers strongly agreed they have a good relationship with staff based upon clear and open communication; 23% agreed, 5% were neutral, 2% disagreed and 1% strongly disagreed with this statement. 6% was unknown.

| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Unknown |
|----------------|-------|---------|----------|-------------------|---------|
| 63% | 23% | 5% | 2% | 1% | 6% |



PARENTS/CARERS’ COMMENTS ABOUT OUT OF SCHOOL CARE

In the final section of the survey parents/carers were asked to highlight anything which was worthy of merit about the service. Some parents/carers highlighted the quality of care their children receive with respect to the child’s additional support needs (ASN); others commented on the general overall care provided by the service.

61% of parents/carers who provided comments highlighted staff as being the ‘most notable thing’ in the service.

Comments from parents/carers with a child with Down’s Syndrome

- *“I cannot rate the service enough for my son to be truly included when he has Down’s Syndrome- the difference in him is amazing. It has been a complete life line to my family.”*

Comments from parents/carers with children with ADHD (Attention Deficit Hyperactivity Disorder)

- *“My child is always happy there and I know he is being well looked after while I am at work.”*
- *“The staff are very helpful and have a good knowledge of each and every child’s needs.”*
- *“My child has ASN and the staff could not be more accommodating with his medication and willing to help.”*

Comments from parents/carers with children with autism/ASD (Autism Spectrum Disorder)

- *“The staff are very friendly and approachable. I love that my children can play without any judgement. The premises are amazing for all ages. Good to have other parents to speak to, who are in the same boat and circumstances.”*
- *We are very happy with such a welcoming environment. It’s a place where our son’s disability is not judged but fully accepted. Please continue the good work you are doing.”*
- *“The service has improved our relationship as a family. We can come here and enjoy activities individually or together. We have made new friends, tried new things and been lucky to have enjoyed things we wouldn’t have normally been able to like massages and trips to the circus. Worth their weight in gold!”*
- *“The staff are very good with the children and their needs.”*
- *“From the supervisor to all the other staff are friendly, welcoming and knowledgeable about their roles, responsibilities and the children in their care. They are motivated and provide a fantastic service. They have ensured that my child with additional support*

needs is included and respected within the environment. I could not rate the team highly enough.”

General comments from parents:

- *“The club offers a fantastic service. Children are well looked after at both after school and holiday club. They provide a wide range of activities and outings. All staff are friendly and approachable and well-liked and respected by the children who attend.”*
- *“It provides a much-needed service in the area, though they should expand to meet the demand.”*
- *“The staff are fantastic. They gave so much support to myself and my daughter during a particularly difficult time. They offered and helped to implement strategies – more than the school or GP.”*
- *“I cannot thank the service enough for supporting me and my family. As a single mother who has been homeless and moved so many times with no support networks and no family to help the service were there to help me. Taking my children and helping them to adjust is the reason that I felt I could then go further in my studies and I now attend university. I have now managed for the first time in my 20 years of being on my own to build support networks and stay in a house. My family are thriving and I couldn’t have done this without the service being so flexible and supportive in helping my children adapt and adjust. I also know that my children feel safe and connected enough that they would go to the service staff if there was something really troubling them. That for me is a huge support where I feel less on my own and I cannot say ‘thank you’ enough.”*
- *“The service is a lifeline for us in that I couldn’t work without their help. They are particularly flexible for me and always try and meet my childcare needs. I’m confident in the ability of the staff to look after my children, promote their independence and learning and nurture them in my absence. The only problem I have is that they don’t enough space at times as their service is in such high demand! LOL.”*
- *“Friendly helpful staff. Great trips and my children always enjoy being there. Very reasonable cost too. Very important when you have 2 children.”*
- *“This is a vital service. All day activities like trips to seaside etc. mean children who may otherwise be stuck indoors get out and about.”*
- *“The after school service is amazing. I changed my hours at work last year and would not have been able to do so without this service. There is a variety of different activities which is available and is fantastic. Also helps that the staff are all friendly and brilliant at their jobs. My child loves coming here.”*

- *“Continuity of staff is good which I think helps support my daughter plus the variety of ages of the staff and different backgrounds (some are mums, some are not) is great- means the kids get different viewpoints and skills/energy levels.”*
- *“First class staff who take the time to engage my child, as he can be shy. He enjoys attending the after school service and it is invaluable.”*
- *“Support and commitment to include my child in all snacks and activities despite her allergies has been excellent, and done without making her feel singled out.”*
- *“The club always seems to be striving to improve the service. In the time that we have used the club there have been continued investment and improvements in the outdoor play equipment and resources available to the children. There has also been the introduction of online learning journals which we enjoy sharing and discussing as a family at home. The enthusiasm and caring nature of the staff is a major strength.”*
- *“The club get fully involved with school life – helping build the sense of community. This is a great benefit to the school.”*
- *“The staff are excellent at this project and they organise trips for the holidays which means that I don’t feel so guilty having to work as I know my son is having fun with his friends. When my child started in P1 at 4 years old, he had settling in issues but the OSC staff dealt with this both professionally and sensitively.”*
- *“B is an excellent role model for the boys and is a positive influence on the girls. It is lovely to see a man involved in caring for children. He is so funny and has lots of stories and ideas to entertain the children.”*
- *“Staff are excellent and have my child’s additional needs in their stride. They are willing to undertake training as required and are competent throughout with great communication between staff in their team and with us also. Can’t thank them enough for giving the kids such a great environment to go to and me peace of mind when my children are attending there. Specially grateful to M, N and L who have completed additional training to ensure all additional needs of my child are met, and all the team for their ongoing dedication to all the kids. They are definitely getting it right for my kids. Thanks.”*
- *“The staff are outstanding. My child has the opportunity to develop his skills including leadership opportunities and participate in activities that have developed his confidence. The staff are caring and know my child very well. I am delighted with the management and staff.”*
- *“The staff team are all amazing – they feel like a great support for my family and particularly myself as a mum. They know my children very well and I feel that I could turn to key senior members of staff at any time for a word of advice, support or reassurance- so important as I don’t have my own family around me to offer this support structure. I have 100% confidence in the service provided – they are my safety*

net and go-to in the event of an emergency relating to the children. Because of this service I have been able to accept and sustain a full-time managerial position at work-something which could not have been possible without the service.”

- *“The outdoor nature of the service is something that I feel is critical to my kids wellbeing particularly after sitting in a class all day. It goes beyond childcare to teaching them how to use and respect nature to keep them safe, fed and entertained. This is a big gap in the activities of this generation.”*
- *“We have difficult circumstances in our home just now and the service has gone out of its way to be supportive.”*
- *“The outdoor setting is wonderful- it’s part wild but with more structured areas, for various appropriate activities. Tree climbing, den building, mud kitchen – all sorts of adventures can be had yet there is often a more structured activity too which I think is a real bonus. The activity usually involves making something, using tools or something in nature, so is still nature play. The ability to use fire and cook food is such a draw for my child and teaches risk assessment etc. I think it’s made him consider his environment more fully. The younger members of staff are fantastic role models, my son really looks up to the older boys in particular and it’s lovely to see relationships blossom despite the big age gap. A fantastic, innovative, nurturing service that we are lucky to have.”*
- *“The staff are amazing. They care for my daughter and look after her as I would. I can leave her with them when she is upset and they care for her as I would. My daughter has been through some very difficult family changes and the staff have been exceptional and dealt with her brilliantly.”*

APPENDIX ONE- ETHICAL GUIDELINES

Ethical guidelines for children and parents surveys:

1. Participation must be entirely voluntary and the purpose and use of the survey clearly explained.
2. Parents should be asked for permission for their children to take part.
3. All must be assured of anonymity and that no individual will ever be identified.
4. The data you collect can be collated by you to inform your own practice but all of it is also copyright to SOSCN for the national collation of information on the overall case studies.
5. The information will be used to help the government make policy to support out of school care in Scotland.
6. Thank everyone for taking part in this important work.
7. Where children need help in drawing or answering questions please ensure this is done in a way to keep their confidence and without influencing their responses.
8. We suggest if possible that staff who have done or are doing qualifications which include research skills and ethics are the ones to lead the survey work in the service so the work is robust and fairly conducted.
9. If at any point a child or parent or carer no longer wants to participate that is fine.

July 2017

APPENDIX TWO – PARENT SURVEY

The out of school care service you use has been selected as a case study of good or innovative practice for potential use in a new national policy for out of school care in Scotland. As part of this we are asking parents from the service to complete this short survey.

All answers are confidential and anonymous and the survey should not take longer than 5 minutes to complete and we would be grateful if you could complete it. The form can also be completed online:

<https://freeonlinesurveys.com/s/EbgzBoFa>

Questions

| | | | | | | | | |
|--|---|--|---|-------|---|--|--------|--|
| Name of service | | | | | | | | |
| 1. How many of your children attend the service? | 1 | | 2 | | 3 | | 4 | |
| 2. What is the age of your youngest child attending the service? | | | | | | | | |
| 3. What is the age of your oldest child attending the service? | | | | | | | | |
| 4. Do any of your children have an additional support need (ASN) or disability? If yes, please provide a general description of the ASN or disability, e.g. sensory disability (hearing) | | | | | | | | |
| | | | | | | | | |
| 5. In total, how long have you been using the service? | | | | Years | | | Months | |
| 6. Please tick which of the following your children have attended in the past year (if provided): | | | | | | | | |
| a. Breakfast club | | | | | | | | |
| b. After school care club | | | | | | | | |
| c. All-day holiday club | | | | | | | | |
| d. All-day in-service provision | | | | | | | | |

7. Please grade the following statements about your out of school care service according to the scale 1 – 5 where 1 = agree strongly, 2 = agree, 3 = neither agree nor disagree 4 = disagree and 5 = strongly disagree. Some of the statements relate to the nationally recognised SHANARRI (Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible, Included) Wellbeing Indicators measure.

| ABOUT YOUR CHILDREN’S EXPERIENCE OF THE SERVICE | 1 | 2 | 3 | 4 | 5 |
|--|---|---|---|---|---|
| A. My children generally enjoy attending the service. | | | | | |
| B. SAFE – my children are safe in the service. | | | | | |
| C. HEALTHY - my children are provided with a healthy snack & learn about healthy eating. | | | | | |
| D. HEALTHY – my children are developing positive social & emotional relationships with a variety of children and adults in the service. | | | | | |
| E. ACHIEVING – my children are learning new skills and developing through the activities in the service. | | | | | |
| F. ACHIEVING - the service supports my children’s creativity and learning. | | | | | |
| G. ACHIEVING – my children access play opportunities and activities which they would otherwise not have. | | | | | |
| H. NURTURED – my children are well looked after in the service. | | | | | |
| I. NURTURED – the staff is supportive of my children’s needs. | | | | | |
| J. NURTURED – the staff is friendly and approachable. | | | | | |
| K. ACTIVE – my children have access to physical play and activities both indoors and outdoors. | | | | | |
| L. ACTIVE – my children are mentally stimulated in the service. | | | | | |

| | | | | | |
|---|----------|----------|----------|----------|----------|
| M. RESPECTED – my children are listened to and their views are respected. | | | | | |
| N. RESPECTED – my children access appropriate activities that reflect their age and ability. | | | | | |
| O. RESPONSIBLE – my children are learning to take responsibility for themselves and others. | | | | | |
| P. INCLUDED – my children’s needs are met by the service. | | | | | |
| ABOUT YOUR EXPERIENCE OF USING THE SERVICE | 1 | 2 | 3 | 4 | 5 |
| Q. The adults in my household would not be able to work, study or undertake training without the service. | | | | | |
| R. I am happy with the quality of the service. | | | | | |
| S. The service meets our needs as a household. | | | | | |
| T. The service provides me with regular updates about my child (verbal and/or written). | | | | | |
| U. I have a good knowledge of the staff and the activities provided. | | | | | |
| V. I have a good relationship with staff based upon clear and open communication. | | | | | |
| If you selected number 5 (strongly disagree) for any of the statements, please could you provide your reason: | | | | | |
| | | | | | |

8. If you think there is something of particular merit or special about this service please tell us in the box below. (Could be staff, premises, activities, trips, food or extra support for parents or children). If you need more space please attach comments on (only one page) additional paper.

Thank you for your time.