



QUALITY OF CARE REPORT

We asked a selection of 10 random parents/guardians if they had the time to fill out an anonymous feedback form. We received 3 responses which have been compiled to make this report.

We also sent out a Survey Monkey survey for parents to complete. We received a total of 7 responses.

Parent 01

	POOR	ACCEPTABLE	SATISFACTORY	GOOD	EXCELLENT
Development Opportunities and Quality of Care					1
Quality of Facilities					1
Friendliness of Staff/Atmosphere					1
Ease of Communication With Staff					1
Happiness of Child at Club					1
TOTALS	0	0	0	0	5

COMMENTS

"The kids love it!"

Parent 02

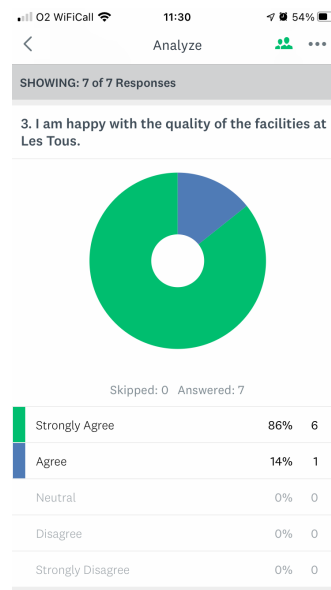
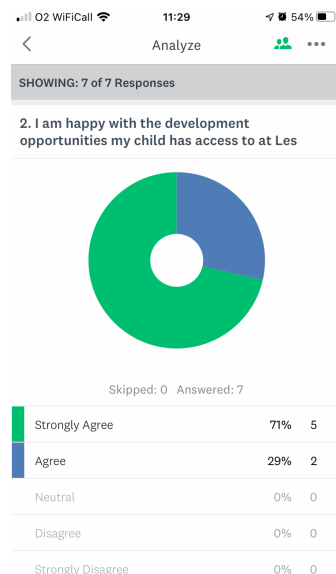
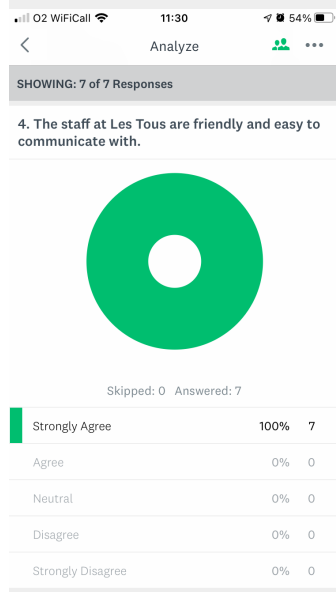
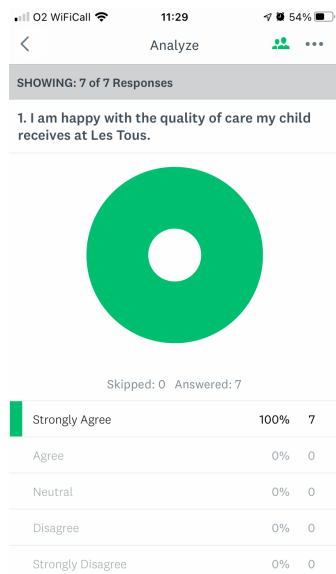
	POOR	ACCEPTABLE	SATISFACTORY	GOOD	EXCELLENT
Development Opportunities and Quality of Care					1
Quality of Facilities					1
Friendliness of Staff/Atmosphere					1
Ease of Communication With Staff					1
Happiness of Child at Club					1
TOTALS	0	0	0	0	5

COMMENTS

Parent 03

	POOR	ACCEPTABLE	SATISFACTORY	GOOD	EXCELLENT
Development Opportunities and Quality of Care					1
Quality of Facilities					1
Friendliness of Staff/Atmosphere					1
Ease of Communication With Staff					1
Happiness of Child at Club					1
TOTALS	0	0	0	0	5

COMMENTS





CHILDRENS FEEDBACK

We asked a selection of 10 children in our care if they would fill out an anonymous feedback form. We received 7 responses which have been compiled to make this report.

From the feedback we have been given we feel that our quality of care is of a very high standard.

All of the children are happy with the staff members at After School Club, besides one child who selected UNSURE.

All of the children ticked the "not sure" box regarding the variety of toys/equipment/resources.

All children were satisfied regarding whether or not they have fun at After School Club.

Overall we feel that we provide an excellent service for the children. The majority of the children who completed a questionnaire responded favourably in all areas.

Do You Like The Grown Ups

CHILD	SAD	UNSURE	HAPPY
1			1
2			1
3		1	
4			1
5			1
6			1
7			1
8			
9			
10			
	0	1	6

Do You Like The Equipment

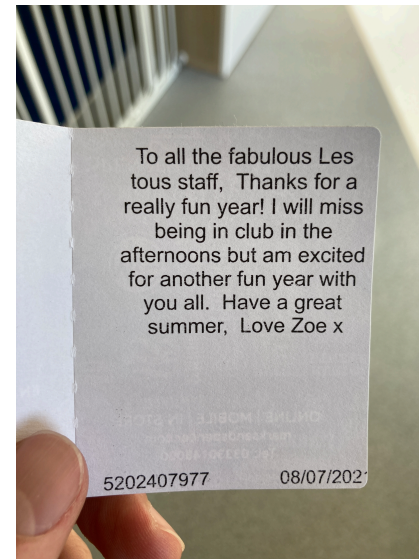
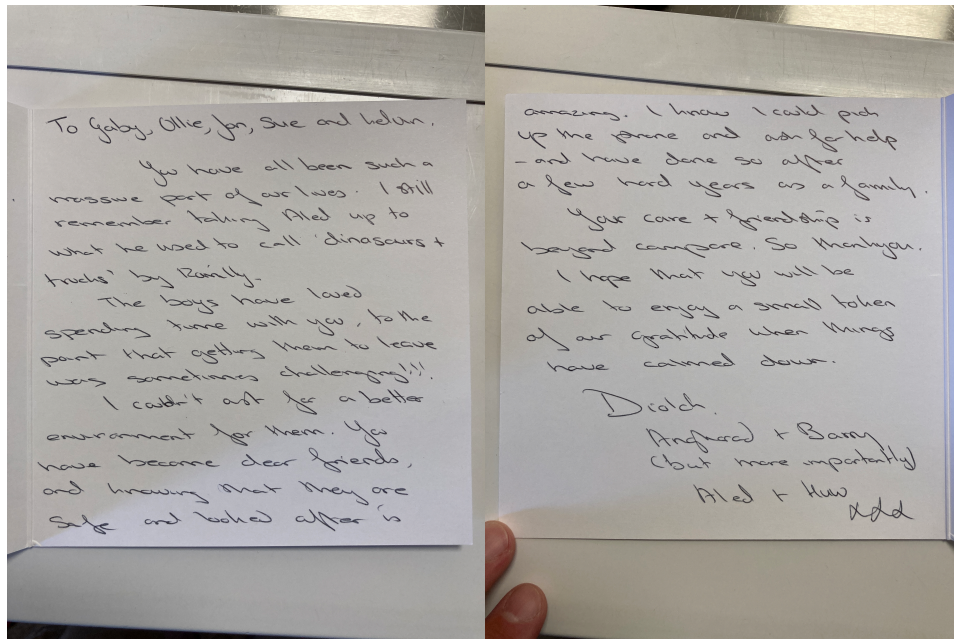
CHILD	SAD	UNSURE	HAPPY
1			1
2			1
3			1
4			1
5			1
6			1
7			1
8			
9			
10			
	0	0	7

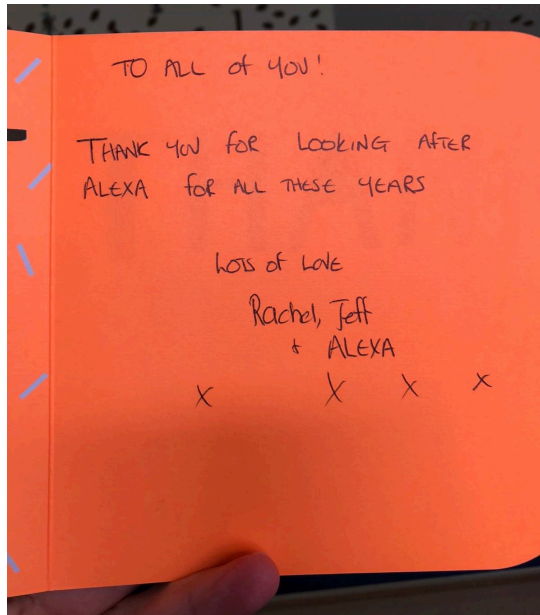
Are You Happy At Club

CHILD	SAD	UNSURE	HAPPY
1			1
2			1
3			1
4			1
5			1
6			1
7			1
8			
9			
10			
	0	0	7

THANK YOU CARDS/TESTIMONIALS

Here is a selection of cards/messages from parents throughout the year.





Wed 14 Jul, 17:01

Oh thank you Gabby. He loved reading your message! Big smile on his face. And because of Ollie , Alffi could commit to Barry academy's set up . So thank YOU ALL x

My pleasure. I wish I could do more as you guys have been fantastic during this difficult year. Have a fab Xmas. xx Just treat yourself to something nice as you deserve it.x

Tue 15 Dec, 08:12

Thankyou so much for saving me from being too late this morn. Absolute god send all of you!! xx

Haha no worries at all I hope I didn't startle you! Xx

I am just so glad you woke us up as god knows what time we would be otherwise!!! 🙈🙈🙈

From the feedback we have been given we feel that our quality of care is of a very high standard.

All parents selected STRONGLY AGREE or AGREE in all areas of the survey. Any additional comments were positive and spoke very highly of our staff and service. From this we can conclude that we have served our customers well this year and have provided a service that they are happy with. We hope to maintain this level of service and quality for the future of our After School Club.

We have spent a great deal of time, money and effort developing our play spaces at our HQ in order to provide play and development opportunities during term time and a comprehensive after school and holiday scheme experience for users of all ages. We hope that this will make an impact in the quality of service we are able to provide in the coming year.

Les Tous Grands undertakes Quality of Care surveys annually at the end of each Summer term.

We endeavour to make parents aware that if they have any concerns or queries that arise at any time throughout the year they are able to bring these to our attention via our complaints process at any time.