



Evaluation Report, June 2014

1. Each child or young person will be welcomed, and will be valued as an individual.

	Brilliant	Very Good	Good	Okay	Oops
Parents/Carers	64.1%	32.8%	3.1%		
P 1 - 4	49%	31.4%	15.7%	3.9%	
P 5 - 7	42.6%	29.8%	23.4%	2.1%	2.1%

2. The needs of each child or young person are met by the service in a safe environment, in line with all relevant legislation.

	Brilliant	Very Good	Good	Okay	Oops
Parents/Carers	66.9%	29.2%	3.8%		
P 1 - 4	57.8%	31.4%	8.8%	2.0%	
P 5 - 7	53.2%	19.1%	21.3%	4.3%	2.1%

3. Each child or young person will be nurtured by staff who will promote his or her general well being, health, nutrition and safety.

	Brilliant	Very Good	Good	Okay	Oops
Parents/Carers	58%	35.1%	6.9%		
P 1 - 4	62.4%	26.7%	9.9%	1%	
P 5 - 7	48.9%	31.9%	14.9%	4.3%	

4. Each child or young person will be supported by staff who interact effectively and enthusiastically with him or her.

	Brilliant	Very Good	Good	Okay	Oops
Parents/Carers	63.8%	30.8%	4.6%	0.8%	
P 1 - 4	53.9%	27.5%	16.7%	2%	
P 5 - 7	59.6%	17%	17%	4.3%	2.1%

5. Each child or young person can experience and choose from a balanced range of activities.

	Brilliant	Very Good	Good	Okay	Oops
Parents/Carers	61.1%	34.4%	4.6%		
P 1 - 4	48%	30.4%	17.6%	3.9%	
P 5 - 7	38.3%	23.4%	21.3%	12.8%	4.3%

6. Each child or young person receives support from staff who respond to his or her individual needs.

	Brilliant	Very Good	Good	Okay	Oops
Parents/Carers	57.3%	38.2%	4.6%		
P 1 - 4	57%	23%	17%	3%	
P 5 - 7	42.6%	21.3%	25.5%	6.4%	4.3%

7. In using the service, children, young people and parent(s)/ carer(s) experience an environment of mutual respect, trust and open communication.

	Brilliant	Very Good	Good	Okay	Oops
Parents/Carers	63.4%	33.6%	2.3%	0.8%	
P 1 - 4	39.2%	37.3%	13.7%	8.8%	1%
P 5 - 7	36.2%	25.5%	23.4%	10.6%	4.3%

8. You will be treated equally and fairly.

	Brilliant	Very Good	Good	Okay	Oops
Parents/Carers	61.1%	35.1%	3.8%		
P 1 - 4	52%	30.4%	11.8%	4.9%	1%
P 5 - 7	42.6%	23.4%	14.9%	14.9%	4.3%

9. You can be confident that the service contributes to the community and looks for opportunities to be involved with community.

	Brilliant	Very Good	Good	Okay	Oops
Parents/Carers	56.2%	36.7%	5.5%	0.8%	0.8%
P 1 - 4	37.8%	31.6%	15.3%	8.2%	7.1%
P 5 - 7	31.1%	17.8%	31.1%	6.7%	13.3%

10. You can be confident that the service keeps up links and works effectively with partner organisations.

	Brilliant	Very Good	Good	Okay	Oops
Parents/Carers	53.8%	39.2%	6.2%	0.8%	
P 1 - 4	42.3%	28.9%	17.5%	7.2%	4.1%
P 5 - 7	25%	29.5%	29.5%	11.4%	4.5%

11.Each child or young person has access to a sufficient and suitable range of resources.

	Brilliant	Very Good	Good	Okay	Oops
Parents/Carers	60.3%	35.1%	3.8%	0.8%	
P 1 - 4	56.6%	24.2%	16.2%	2%	1%
P 5 - 7	30.4%	41.3%	10.9%	17.4%	

12.Each child or young person receives support and care from staff who are competent and confident and who have gone through a careful selection procedure.

	Brilliant	Very Good	Good	Okay	Oops
Parents/Carers	60%	37.7%	2.3%		
P 1 - 4	61.6%	24.2%	11.1%	3%	
P 5 - 7	41.3%	34.8%	13%	8.7%	2.2%

13.You can be confident that the service will evaluate what it does and make improvements.

	Brilliant	Very Good	Good	Okay	Oops
Parents/Carers	65.4%	30.8%	3.8%		
P 1 - 4	52.5%	28.3%	14.1%	5.1%	
P 5 - 7	30.4%	21.7%	26.1%	15.2%	6.5%

14.You can be confident that you are using a service that it is well managed.

	Brilliant	Very Good	Good	Okay	Oops
Parents/Carers	72.3%	25.4%	2.3%		
P 1 - 4	57.1%	21.4%	18.4%	2%	1%
P 5 - 7	47.8%	23.9%	15.2%	8.7%	4.3%

Summary

The results on the whole are extremely positive with a high percentage rating the club excellent in every question.

The older children on the majority of questions are less positive however this is a normal pattern as children feel at this age they are 'growing out' of the club. Our focus will be on improving these results over the year.

Is there anything you would like the club to do that it doesn't already?

Comment	Response
<p>General Stay open until 6.30pm</p>	<p>Due to the timing of lets available staying open later than 6pm is not possible.</p>
<p>Snack Have chocolate More snack Wider variety of snack each day Ensure child has a snack & drink after school Child does not always receive snack More muffins and crispy cakes for snacks</p>	<p>Snack is a rolling snack served until approximately 4.30pm. Every child is asked by a member of staff if they would like snack before it ends. There is always a choice of at least two things for snack and where appropriate a variety of fillings. The club must follow the same healthy eating guidelines as the school which restricts our snack choices. Where a child tells a staff member they don't like anything on offer they will be offered an alternative where possible.</p>
<p>Staff Make sure staff are friendly Improve on how we deal with older children</p>	<p>We hope that our staff are always friendly with all children. We have had a lot of training on how to deal with 'incidents' involving older children effectively helping us to improve how we resolve these incidents fairly and objectively.</p>
<p>Environment Comfy couch for older children Names on coat hooks Move between rooms</p>	<p>As the school use the older children's room on a daily basis we cannot get a couch however we have purchased soft seating. We also now have names on coat hooks in the modular building. Children are able to meet up with others outside and in the gym hall everyday and can visit other rooms for short periods to see siblings if they want.</p>
<p>Play Staff to play with little girls and boys Encourage siblings to play apart</p>	<p>Our play policies focus on children being able to enjoy and develop their own play, inviting adults in when they want too, however it is important we have a balance between the two. The majority of siblings are in different rooms however when we are outside or in the gym hall we will keep a 'watchful eye'.</p>
<p>Activities – General Bring in your own toys Get more dinosaur toys Have droughts and hopscotch Dressing up Talent contests More visitors</p>	<p>We will be looking at the activity provision with the children over the next term and include these activity ideas.</p>
<p>Activities - Animals Bring in more animals please Guide dog puppies</p>	<p>We generally have activities involving animals as part of our holiday programmes and have to be careful as some children have allergies, however we will look to introduce more activities involving animals after school.</p>

Comment	Response
Activities - Arts and Crafts More arts and crafts More painting & printing with fruit More hama beads & loom bands More play-doh	We have lots of different art and craft activities on everyday and will ensure these activities are included more regularly as they are always popular.
Activities – ICT Use of the internet. Access to computers	We now have laptops (no internet connection) the children can use to play games, use Microsoft Word, Publisher etc. in the main club and P5–7 room as well as the use of the schools ICT suite after school. We are in the process of developing ICT opportunities for infant children.
Activities – Older Children More activities for older children. Community involvement. Separate trips for P5-7s during holidays X-Box Football table Opportunities for homework	We have taken these on board and are looking at the activity provision for older children with them in a consultation.
Activities – Physical Activity Bigger gym hall Park Use of leather football Go outside in the morning Play on the grass and equipment More sports – play tennis Table tennis	Unfortunately we have no control over the size of the gym hall however we do use outside as much as we can as this area is much bigger. We allow children to play outside from 8.45am and in the gym hall until then. We are looking at the activity provision to include a wider variety of activities.
Activities - Baking Bake cakes	We don't have access to a cooker/oven however we are including more food related activities into the activity programme.
Activities – Feedback Would love some feedback about what my child has been doing	We are developing the use of Facebook and photographs in the club to show what children have been doing.

Is there anything you would like the club to stop doing?

Comment	Response
General Make card turning private	The reasons for card turning remain private.
Holidays Adhere to holiday schedule Stop going to Broughty Ferry during holidays Ask children more what they want Big Event and sports races	Holiday activity programmes are developed in consultation with children. On the day activities are always offered however it is up to each child if they participate.

Comment	Response
Activities - General Playing in the mud Reduce watching TV Loom bands Painting Don't like drawing on the white board	Activities are offered based on children's interests and children are never made to participate in an activity. Whilst there may be one or two children who don't like these activities there are lots that do. We have been monitoring the amount of TV time during all sessions particularly during holiday times.
Activities – Physical Activity Having to have gym shoes Gym hall Dancing Music in gym hall Gymnastics	Having gym shoes is a school rule the club has no choice but to follow. Activities are offered based on children's interests and children are never made to participate in an activity. Whilst there may be one or two children who don't like these activities there are lots that do.
Snack Fruit Having crackers once a week Having cereal Not enough snack for older children.	We offer fruit every snack however children do not have to eat the fruit if they don't want to. The snack planner is on a 4 week rotation with nothing repeated more than twice. We try to make snack proportionate however will review how much children can have.

Is there anything the club does that you would like to see continue?

Comment	Response
General Helping Prize cards Snacks	We love offering all these things and will keep doing them.
Activities – General Animals, Pets, Chicks Armies Art & Crafts Dolls Gardening Hama beads House ICT suite Lego Loom bands Prize cards Reading time Snacks Trips TV Football Gym hall Outside Ping pong table	We have plans to include all these activities in the activity programme in the coming months.

Do you have any other comments?

Comment	Response
<p>Admissions It would be useful to put the children into the club at short notice, as and when things occur, instead of only having very 'set days'.</p>	<p>Whilst term time service users must have set days we do offer limited spaces on a short notice basis which many families use.</p>
<p>Environment Have some plants It is unfortunate the area in the portacabin for the P5/6/7 does not have the same standard of equipment as the other area eg no couches, hard chairs, small TV which few kids can see</p>	<p>The older children's room focuses on having a wider variety of activities and resources children can choose from and is based on their needs and interests. We have purchased some soft seating for the room and the size of the television is the same as in other rooms.</p>
<p>Staff All staff are happy to help where they can keep up the good work Do not be sexist or pick on the big ones For staff to listen more to the children I have been a bit concerned about the way some staff speak to children and reports that some staff spend a lot of time on their phones rather than interacting with children. Nice, super. The staff are very kind and helpful. Staff are always friendly and accommodating Thank you Well they are fun and they are nice people They are all very kind to us</p>	<p>Thank you for the positive comments relating to staff. Staff do their best to listen to children and to be fair and constant in their approach however children need to remember there are club rules they need to abide by at all times. The club has a mobile phone policy which applies to both staff and children. The supervisors in each room have a mobile phone they are allowed to use to be able to contact the main club.</p>
<p>Activities - General Can we get a trampoline Can we get more bouncy balls Get access to the internet please. Block bad or inappropriate websites Get more blankets to make little dens in the home corner Get more footballs please. Thank you. Get more whiteboard pens Give us junk modelling more when I am at the club Go on more trips and for the people to come to the club more often</p>	<p>We are looking at all these activities however they may not all be possible!</p>
<p>Activities - Holidays I want to go on more trips I want to go on more trips ie play park If half of the club go to the gym hall and the other half go outside</p>	<p>We are looking at different experiences for holidays. Areas we used depend on how many children and staff are in the club and we need to manage this carefully. We will always go with what the majority of children would like to do.</p>
<p>Positive Comments All excellent Best club. Friendly staff, nice environment and full of fun activities. Well done everyone.</p>	<p>Thank you for all the positive comments about the club, it is great there are so many!</p>

Comment	Response
<p>Cannot fault the club - happy with the service and my child loves it</p> <p>Club well run, no complaints, staff excellent</p> <p>Continue doing a brilliant job. Well done.</p> <p>Excellent club, well run and managed staff are fantastic and enthusiastic and my child loves attending the club.</p> <p>Excellent club. Very friendly and welcoming.</p> <p>Great staff and children enjoy coming which says a lot about the service.</p> <p>I am extremely happy with the care my children receive at the club</p> <p>I am happy with the club. It is very well run in all aspects. Glad to be able to use this service.</p> <p>I am very happy at the club</p> <p>I am very happy that I am provided with a good out of school club</p> <p>I enjoy coming and having fun</p> <p>I feel very safe and comfortable at the club</p> <p>I have used the club for a number of years and I am more than happy with every aspect.</p> <p>I like afterschool club very much</p> <p>I like being at the club</p> <p>I love the club and all the things you do</p> <p>I really enjoy coming to the club because i have so much fun</p> <p>I think you all do a fantastic job and I thank you for looking after my child in such a happy, caring environment.</p> <p>It is good</p> <p>It is good fun</p> <p>Just thank you</p> <p>Keep up the good work</p> <p>Keep up the good/excellent work</p> <p>My child continues to receive an excellent service from the club. The facilities are great, especially with the new portacabin and the use of the outdoor space. Many thanks.</p> <p>My child is happy coming to the club and enjoys activities</p> <p>My child is v happy at the club and I feel fortunate to have such a good out of school care</p> <p>My child loves going to the club. Keep up the good work.</p> <p>My children thoroughly enjoy the club, therefore, I am satisfied with the service provided.</p> <p>No apart from the fact that my children both enjoy the club and seem very happy there.</p> <p>Overall my kids enjoy attending</p> <p>Overall, I am extremely happy with the club and all the activities offered. Staff are very friendly and approachable and my children seem very happy and secure at the OOSC</p> <p>7 wonderful years of out of school care.</p>	

Comment	Response
<p>Very happy with the care and support The club continues to give me peace of mind that should I need help with my children's care, that some is on hand. The club is awesome The club is very good This club is the best club ever. When I am old I will never forget you Very happy with the club. Great staff and facilities. Very happy with the entire service and I know that my child thoroughly enjoys his time there. Very happy with the service provided Very pleased parent as children are very happy Well done. We are very happy with the club and childcare provision.</p>	