

2010

Head Teacher Questionnaire  
Results





## Summary

All Head Teachers were asked to complete an online questionnaire in October 2010 to gather their views of the service provided to them by Class Of Their Own.

All our clubs are currently held in schools, and it is our aim to work closely in partnership with our host schools. We believe this helps us to serve the needs of the children, their families, the school and the local community in the best way.

Head Teachers from all schools that we currently operate in completed the questionnaire. We therefore feel that the responses are completely representative of the service that we currently provide to schools.

Overall the responses are extremely positive.

Where Heads were asked to judge on a sliding scale there were 4 options given, so they had to either select a positive or negative response. The overall responses were all greater than '2' indications a response of 'good' or 'excellent'.

We believe we have four main stakeholders, children and their parents, school and their staff team, Class Of Their Own staff team and local authorities.

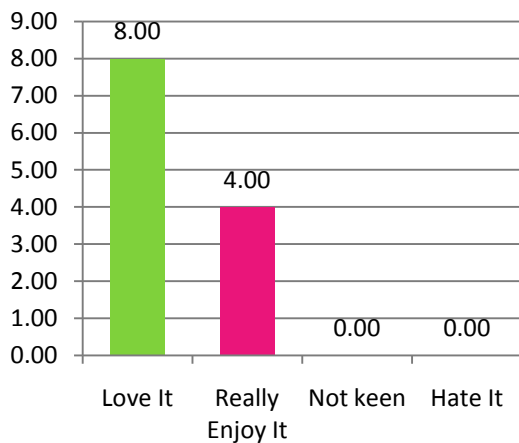
“We love having class of their own in our school. It takes very little work on our behalf, helps us with much needed revenue, and offers a valuable service to our families. The children love going and we are fond of the staff and treat them like our own. Thank you for the great service you give to us.”

Children's well being is our primary priority, and we aim to ensure that we are contributing to their well being.

Heads were asked to comment on whether children enjoyed coming to the After School Club and the environment the club offered. The responses were overwhelmingly positive. This reflected the results in our 2010 Parent Questionnaire.

"Think it is really good that the children are able to explore boundaries"

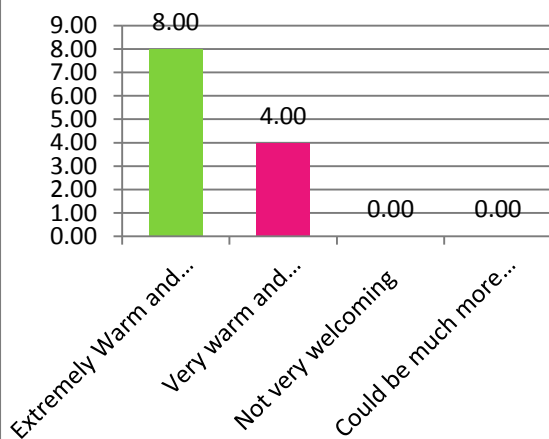
## Do children enjoy coming to After School Club?



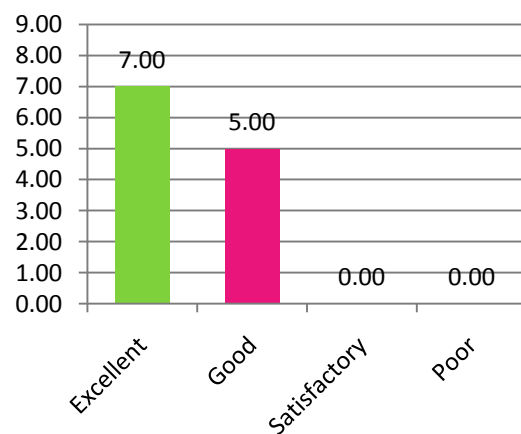
It is especially pleasing that children enjoy coming to the After School Club as they generally attend out of necessity (parents working or studying), rather than choice.

Heads also fed back positively about the environment and the range of activities available.

## Does the club offer a warm and welcoming environment?

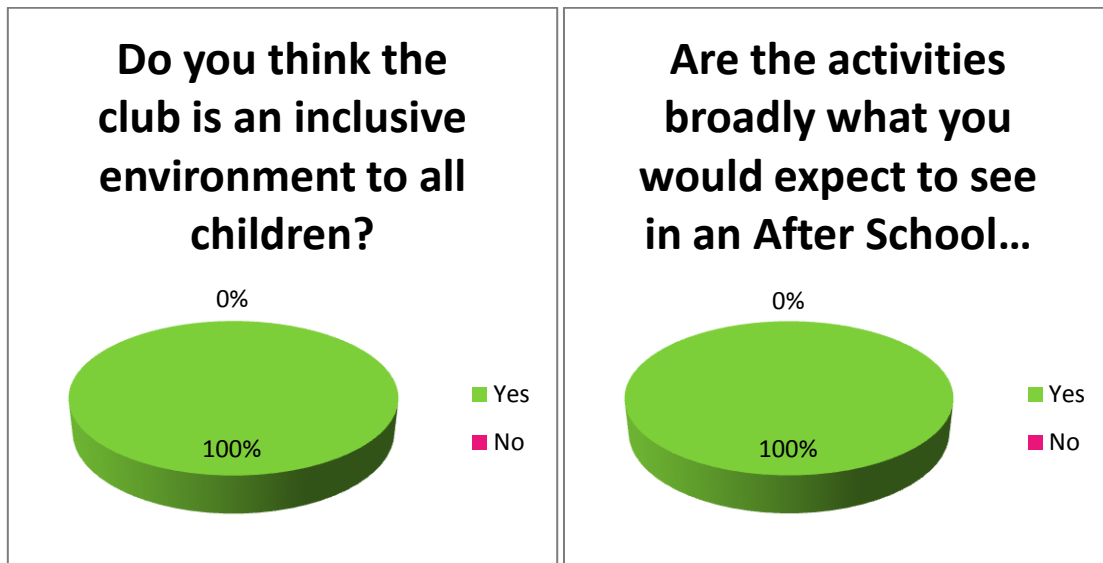


## What to you think about the range of activities ?

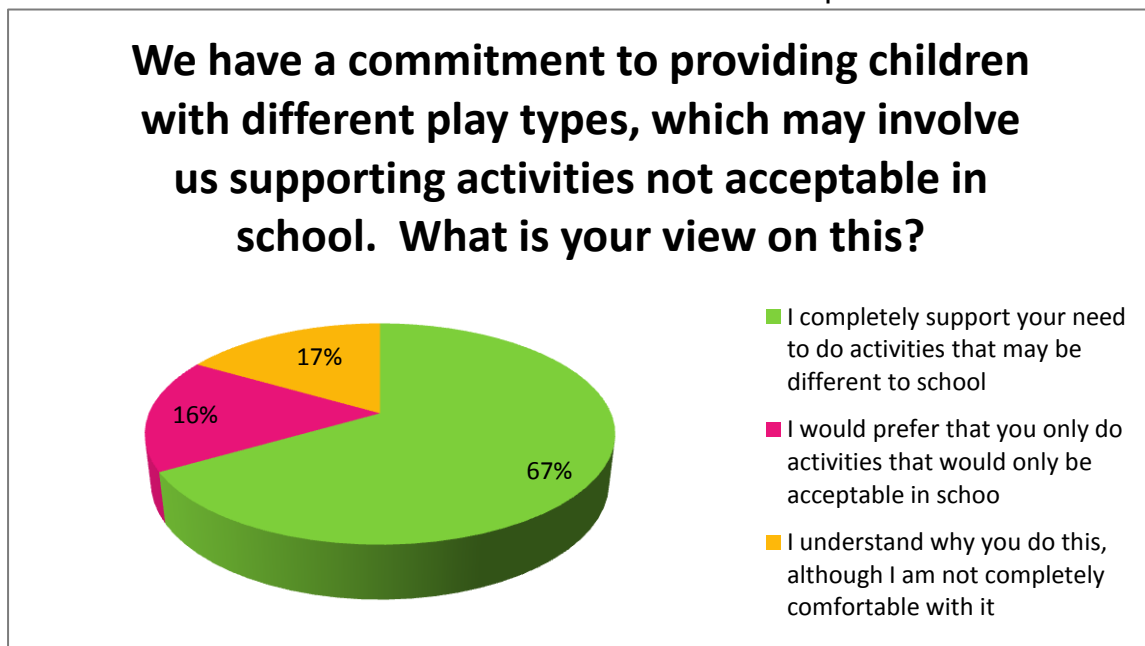


## Children Continued

Providing an inclusive environment is very important to everyone at Class Of Their Own and it is good to see that this is recognised by all Head Teachers.



As a play setting, we are very aware that we have a very different remit to the schools where we run our clubs. We have a play philosophy and this states that children may engage in various types of play whilst at our club, and this may include risky play. Play in schools tends to be more risk averse, and the results show that although two thirds (10 out of 12) of Head Teachers completely support our need to do different activities, one school, although they understand our play philosophy do not feel completely comfortable with it, and one school would like us to only carry out activities that would be acceptable in school.



Each club works on a staff ratio of one adult to 8 children. Each setting has a regular club supervisor. Supervisors typically hold an NVQ Level 3



in playwork, although some have equivalent qualifications, such as a teaching degree.

The staff team are encouraged to work towards an NVQ Level 2 Award in playwork. Over 50% of our staff team has completed their NVQ Level 2 in playwork, and several new team

members are currently working towards the qualification.

The past year has been a year of unexpected expansion. This has resulted in several staff being promoted to new roles or to new settings. This has resulted in staff turnover at clubs feeling quite high, even though the actual staff retention rate is very good.



Clubs now have much more regular staff teams, and we hope that schools will start to get to know their entire staff team, not just the supervisor.

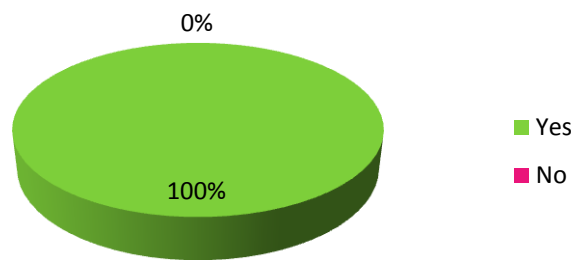
“I am always very impressed by the range of training you offer.”

## Staff Team & Communication

Communication is key to working in partnership with schools, and it is encouraging to see that all schools feel able to communicate on a day to day basis, and nearly all think the amount of communication is 'just right'.

"The supervisor is efficient, professional and friendly"

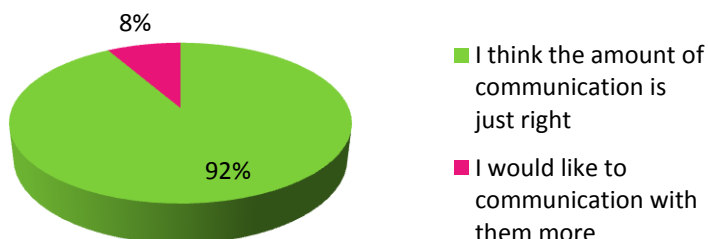
### Do you feel able to communicate with the After School Club team on a day to day basis if...



Whilst our philosophy is that the club should have minimal impact on the school, it is clear that there is good two way communication between the two teams.

Our staff team not only communicate with the School Head, but they also communicate with Premises Managers/caretakers, cooks, cleaners, office staff and Teachers (particularly EYFS Teachers).

### What do you think about the amount of communication you have with the After School Club team?



One area for development that was mentioned by over half of schools was the suggestion of providing the school with more information about the staff team, including details of qualifications and a photo. We will work on arranging this in the coming weeks.

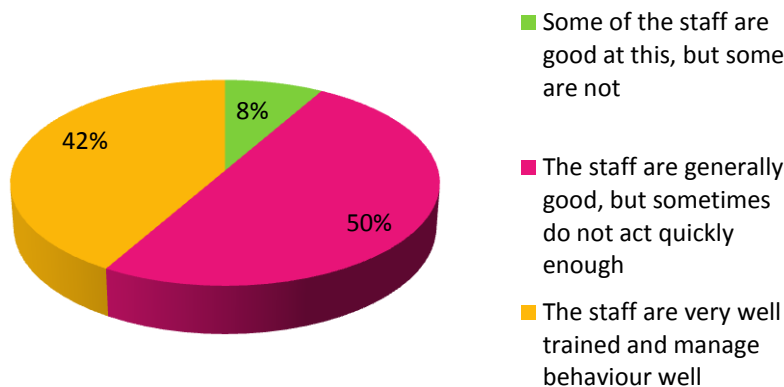
## Behaviour

We have a positive behaviour policy and our approach is to deal with behavioural issues as they arise.

Every staff member undergoes our induction training, which covers behaviour management, plus we hold regular behaviour management courses. Additionally staff who attend the NVQ Level 2 and 3 also cover behaviour management. It does take staff who are new to the setting some time to feel confident stepping into difficult situations, and it is a skill that is developed over time. Behaviour is also regularly discussed at staff meetings. If a child is displaying particularly challenging behaviour, we work with the school to develop joint strategies to work on improving the behaviour.

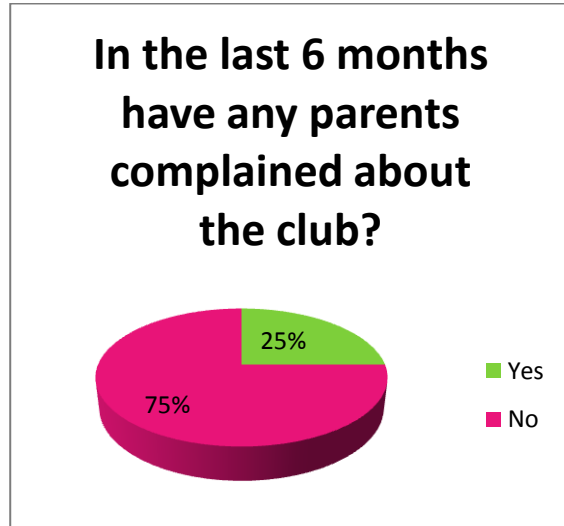
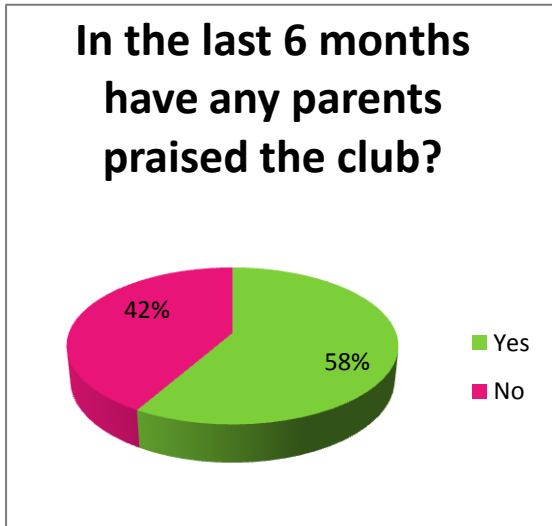
"The supervisor is very good with the children, and I have been very impressed when I have observed her dealing with inappropriate behaviour. She is also very good with parents and always follows up incidents."

### What do you think about the behaviour management in the club?



## Parents

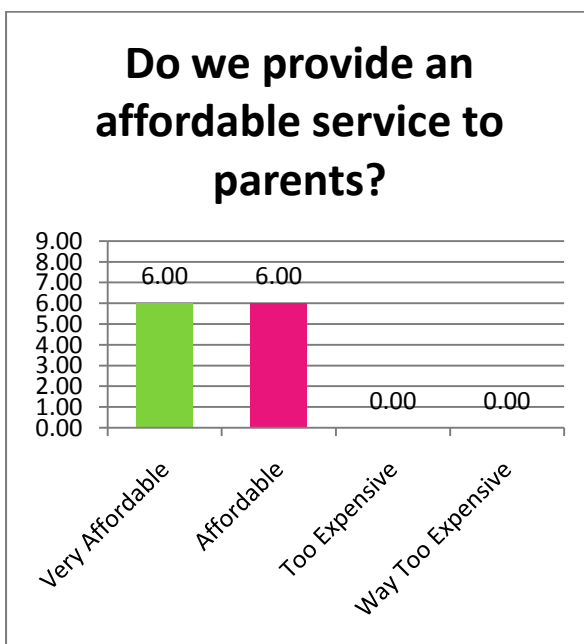
All respondents to the questionnaire believe that we broadly support the needs of parents, with over half of all Heads having had the club actively praised in the last 6 months.



Three quarters of respondents had not had any complaints from parents over the past 6 months.

Heads were also asked whether the service we provide to parents is professional and affordable, and the results were very positive with all schools being rated as good or excellent.

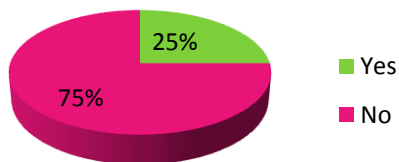
It is encouraging that Head Teachers are receiving this feedback as it confirms the views of parents who completed our annual parent questionnaire.



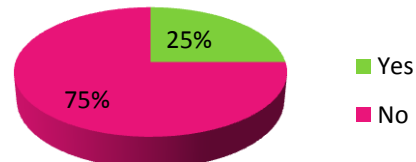
## School Team

An After School Club tends to have an implication on the whole school team. Our supervisors try and work closely with the relevant people to ensure that communication is open to try and resolve any issues as they arise. Issues with cleaning staff and caretakers can be based around the fact that we are using the space when the caretaker or cleaning staff want to clean it, however, these have been identified as areas for improvement in the coming months.

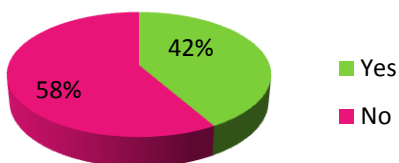
**Does your teaching team have issues with the After School...**



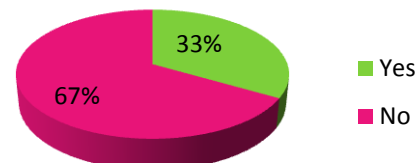
**Does your office team have issues with the After School Club?**



**Does your cleaning staff have issues with the After School...**



**Does your caretaker have issues with the After School Club?**



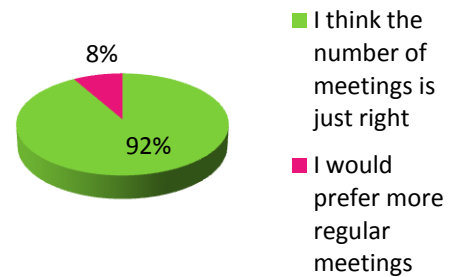
## Meeting Needs of School

We aim to have a half termly meeting with every school to ensure the club is running smoothly and meeting the needs of the school, and supervisors are encouraged to communicate on a day to day basis with the school team. In schools where the club has been running for some time these meetings take place less frequently.

### How do you rate communication between you and Management team?



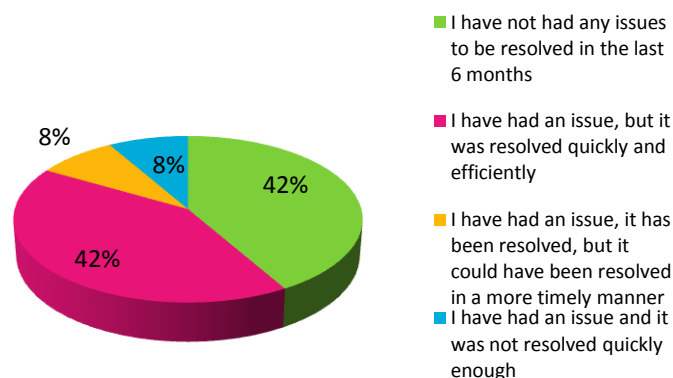
### What do you think of the number of meetings between you and Class Of...



We aim to ensure that, wherever possible, any issues that are raised are resolved quickly. 82% of schools had either not had an issue, or any issues they have had have been resolved in a timely way. Over the next 12 months we will ensure that any issues that are raised are resolved in a timely manner.

Every school believes an After School Club helps them to meet government criteria such as Extended Schools criteria.

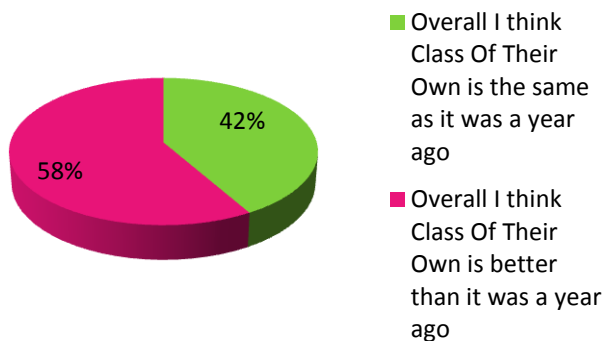
### Have you had any issues that have needed to be resolved in the last 6 months?



## School Views

The past year has been a year of rapid expansion. This expansion has changed our management structure, and two team members have been promoted to the role of area co-ordinator. This new role has been developed to work closely with club supervisors to ensure consistency across all clubs. All Head Teachers agreed that Class Of Their own was the same or better than it was a year ago, with 58% saying better.

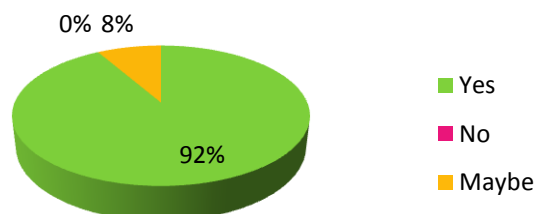
**Class Of Their Own has grown in the last 12 months. The aim has been to put a structure in place to ensure that all our stakeholders are able to benefit from being part of a larger organisation. How do you think we have done?**



“My parents love class of their own. It offers an excellent service to them and something they wanted for a long time. In my recent questionnaire to parents they were more than happy with the service and only one out of 38 responses said it was too expensive.”

When asked if they would recommend Class Of Their Own to another Headteacher, 92% of Head teacher said they would.

**Would you recommend Class Of Their Own to another Headteacher?**



## Contact Details

We would like to thank all Head Teachers who completed the questionnaire. We will conduct the questionnaire again in 12 months time, and will use the results to assist us in making changes and learning what else we can do to make the clubs meet the needs of the school.

We are always interested in hearing head feedback. If you have any further comments, please contact [tanya@classoftheirown.com](mailto:tanya@classoftheirown.com) or 01273 733337

“Parents are always positive about the club and are really grateful for the service provided.”