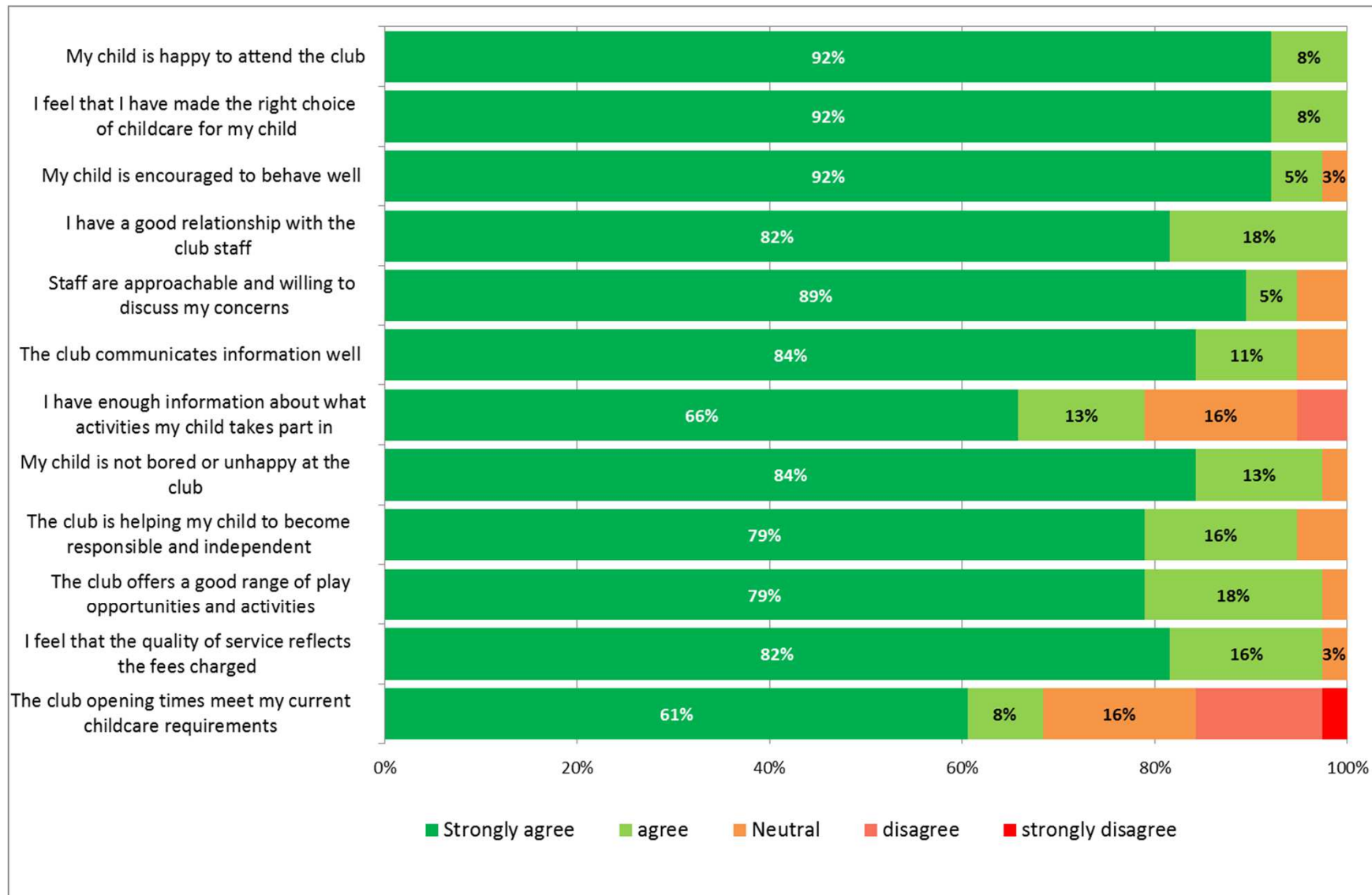
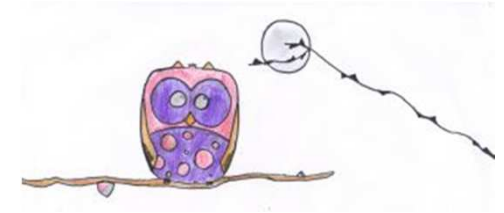
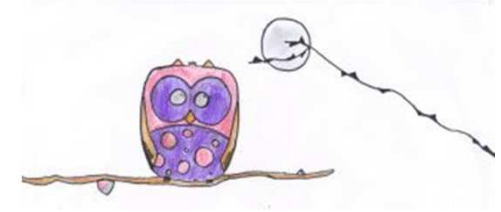


Results from the July 2017 Customer Satisfaction Survey

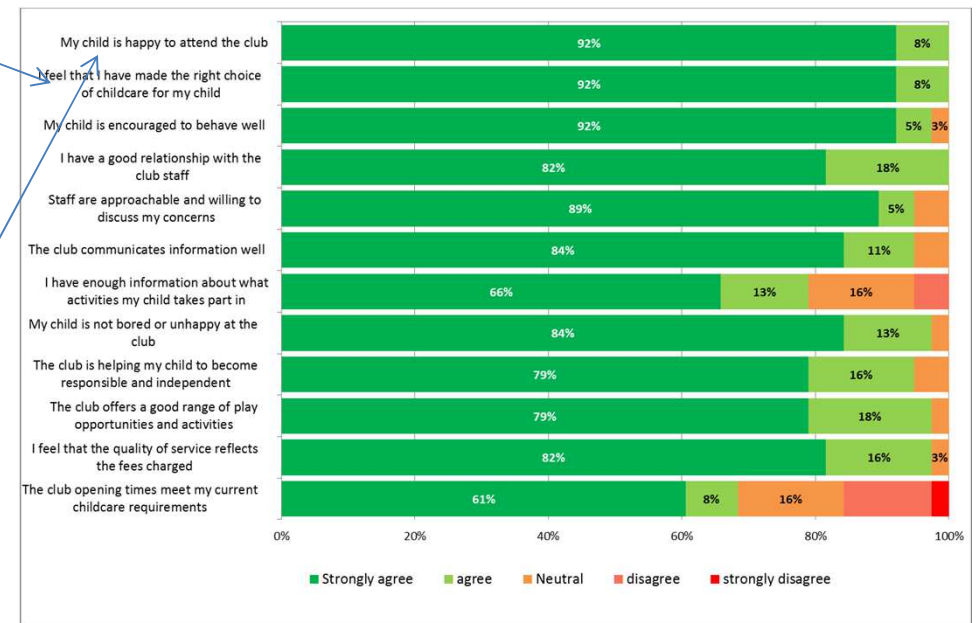
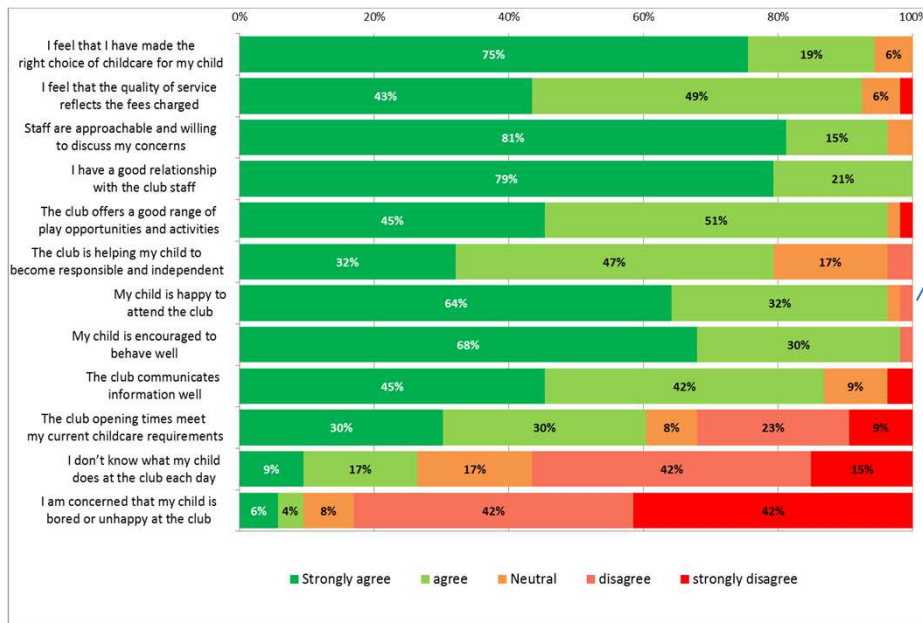
2017 Summary



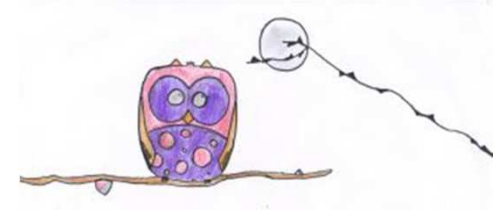
2016 vs 2017



- No of responses
– 53 (2016) and 38 (2017).



Comments



When choosing child care what is most important to you	What do you like about owl club	Dislikes	Other Comments
Good Quality Care, responsible safe friendly, activity based environment	Staff	Only uses small hall some days	How about Owl Club on inset days?
Happy to stay at school after school finishes	Activities	Looking for belongings at the end of the day	
Range of activities	Environment	Not enough interaction between big and little owls	
Children Happy	Staff Care	Wish there was more space	
Range of activities	Range of Activities	Pickup ... too crowded around signing sheet	
Staff	Snacks	No hot meals	
relationships with children	Staff (helpful, knowledgable)	Finishes too early	
Range of activities	Enbrace diffent cultures,	No homework support	
Care to Children	Differnt celebrations		
Fun	the variety		
Engaguing Activities	Good relations with staff		
Friendly Staff	Friendly staff		
School Site	Kids with their friends		
Reliability of Provision	Convenience		
Safety	Kids happy		
Cost	Mix of kids of all ages		
Trustworthy	Consistency of staffing		
Nice People	The atmosphere		
Happy Kids	Sited at school		
Activities			
Nurturing			