

## Kid's Club Consultation outcomes May 2016

The outcomes of this consultation are based on 71 responses from families. Of these 41 families said that they would use the club on a regular or occasional basis.

### **Fees: (note that more than one fee box could be ticked)**

- 48 families would be prepared to pay £8
- 27 families would be prepared to pay £8.50
- 17 families would be prepared to pay £9
- 9 families would be prepared to pay £9.50
- 40 families would support a slightly higher fee for families who do not sign a regular booking contract, 18 were against this and 12 were unsure.

### *Comments regarding fees included:*

- parents who felt it would be unfair to charge a higher fee to occasional users
- Parent who felt that it would be fair to charge a higher fee but should be kept to a minimum
- Parents who felt that it should be income based
- Suggestions of discounts for full week bookings or for families with several children

### **Bookings expected:**

The results of parents completing the questions about which nights they would book in the summer and autumn terms indicates that sessions booked in the summer term would be approximately 48 per week and in the autumn they would be approximately 57 per week.

**Booking agreements/contracts:** The suggestions below would be in-line with other childcare providers.

- 39 parents said that they would be happy to sign an agreement to book regular sessions
- 45 parents said that they would be happy to pay for booked sessions at the beginning of each month

*Comments on this included:*

- Weekly payments would be more affordable
  - Payments on pay-day for the month/week ahead
- 
- 35 parents said that they would you be willing to sign an agreement to pay for all sessions once booked unless 4 weeks' notice of cancellation was given.

*Comments on this included:*

- The question of refunds for sickness
- A shorter notice time
- This agreement being in-line with other childcare providers

**Thank you for taking the time to complete the consultation / read the outcomes of the consultation.**