

Fun Attack 2008– Survey



Dear Parent/Guardian

In order for us to work towards improving the Fun Attack programme for future years we would greatly appreciate your time in completing this questionnaire.

Is this the first time that you have enrolled your child (ren) on Woking Borough Council Fun Attack activities or have you used us before?	
Please circle	
First time user / never used before	1
Used before	2

How did you hear about this years programme?	
Please circle	
Child brought brochure home from school	1
Picked a brochure up from school reception	2
Picked a brochure up from Leisure Centre / Pool in the Park	3
Picked a brochure up from Civic Offices	4
Picked a brochure up from Woking Library	5
A friend	6
The website	7
Posters/banners around the borough	8
Cinema advertisement at the Ambassadors	9
Other source	

Did you see the Fun Attack cinema advert?									
Yes					1				
No					2				
If yes, what rating would you give it out of 10 where 10 is excellent and 1 is very poor.									
1	2	3	4	5	6	7	8	9	10

Which age group activity did your child(ren) attend this year?	
Please circle	
Under 5	1
Age 5 to 7	2
Age 8 to 13	3
Older	4

Which programme(s) did your child (ren) participate in this year?			
Under 5's programme	1	Arts Programme	2
Daycamps at the Leisure Centre	3	Swimming Tuition	4
Sports Programme	5		
Playschemes			
Winston Churchill School	6		
Woking High School	7		
Sythwood Primary School	8		
Broadmere Community Primary	9		
Byfleet Primary School	10		
New Monument School	11		

Why did you choose Fun Attack activities this year? Please put the list in order of priority.	
Childcare options	
Child(ren) have done activity before	
Location	
Child(ren) have never tried activity before but showed interest in doing so	
Price	
Other (please specify)	
.....	

Did you think your particular activity was value for money?	
Yes	1
No	2
If No, please give more detail.	

Key Card		
	YES	NO
Have you heard about the Key Card?	1	2
Were you aware of the Key Concession scheme?	1	2
Did you qualify for a discount?	1	2

Please tell us how satisfied you were with each of the following, where 1 is not satisfied at all and 10 is completely satisfied										
	Not satisfied at all <----->									Completely satisfied
How satisfied were you with the										
....										
booking procedure at the Leisure Centre	1	2	3	4	5	6	7	8	9	10
booking procedure at the playschemes sites	1	2	3	4	5	6	7	8	9	10
staff at the Leisure Centre	1	2	3	4	5	6	7	8	9	10
staff at the playscheme sites	1	2	3	4	5	6	7	8	9	10
staff meeting your child's needs	1	2	3	4	5	6	7	8	9	10
variety of activities provided	1	2	3	4	5	6	7	8	9	10
offsite trips offered this year	1	2	3	4	5	6	7	8	9	10
equipment used										
quality of the venue	1	2	3	4	5	6	7	8	9	10
directions to sites	1	2	3	4	5	6	7	8	9	10
brochure	1	2	3	4	5	6	7	8	9	10
complaints procedure	1	2	3	4	5	6	7	8	9	10

Overall satisfaction with the Fun Attack programme	1	2	3	4	5	6	7	8	9	10
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If you answered dissatisfied to any of the above questions please can you tell us why?

About your child:

Do you feel your child's(ren's) confidence has improved?		Please circle
To some extent		1
Very little		2
Not at all		3
Did your child(ren) learn a new skill?		Please circle
Yes		1
No		2
Unsure		3
How much did your child(ren) enjoy the activity?		Please circle
Enjoyed it very much		1
In-between		2
Did not enjoy it at all		3

Please tell us what your child has told you about the Fun Attack Programme, whether positive or negative, we welcome all feedback.

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Courses with Partners:

Did you book courses/ activities with any of our partners?	
Yes	1
No	2
If Yes, please give us your feedback about the course/ staff/ booking etc	

Suggestions for improvement:

Programme	Suggestions for improvement
Under 5's	
Swimming Tuition	
Daycamps at Leisure Centre	
Playschemes at schools	
Sports Programme	
Arts Programme i.e. variety / length of course	
General comments for improvement	

Will your child(ren) continue to participate in WBC activities during other holidays and/ or next year?		Please circle
Yes		1
No		2
Not sure		3

If no, why not

The following will help us to:

- ensure that the council provides quality services that meet the needs of and are accessible to all sections of the community;
- identify which groups are under-represented within our service users;
- make sure that discrimination is not taking place.

Which age group do you fall in?	How many children do you have?	Are you a working parent?	Gender	Do you have any long term illness, health problem or disability which limits daily activity or the work that can be done?
16-24	1	Yes	Male	Yes
25-30	2	No	Female	No
31-35	3			Prefer not to say
36-40	4			
40-45	5+			
45+				

Which of these describes your religion?	
Christian	1
Buddhist	2
Hindu	3
Jewish	4
Muslim	5
Sikh	6
Prefer not to say	7
Other

To which of these groups do you consider you belong to? PLEASE TICK ü ONE BOX			
White		Black or Black British	
British.....	q	Caribbean.....	q
Irish.....	q	African.....	q
Any other White background	q	Any other Black background	q
Mixed		Asian or Asian British	
White & Black Caribbean.....	q	Indian.....	q
White & Black African.....	q	Pakistani.....	q
White & Asian.....	q	Bangladeshi.....	q
Any other mixed background	q	Any other Asian background	q
Chinese.....	q	Other ethnic group	q
Traveller.....	q	Prefer not to say	q

Thank you very much for your support by completing this survey.

Please can you return your questionnaire to the staff on site or post to
Fun Attack Team, Woking Borough Council, Civic Offices, Gloucester Square, Woking, GU21 6YL