

Treasure Chest Parent/Child Questionnaire Results 2023/2024

94.1% of parents
are satisfied with
the level of care
their child receives

41.2% of Children
attending Treasure
Chest are
Foundation phase

87.5% of parents are
happy with the level
of communication

76.5% of parents
are satisfied with
the new Parent Pay
booking system

100% of parents
believe that their
children enjoy the
activities Treasure
Chest Provide

52.9% of parents are
aware of the activities
that their children
participate in

70.6% are satisfied
with the range of
snack provided at
Treasure Chest

54.5% of children
have said they
enjoy the snacks

Responses Received - 17 Parents, 11 Children. This is out of 130 who attend our provision throughout the year.

Addressing some of the comments we received:

We are unaware of the snacks and activities provided. Maybe there is some way of letting parents know.

Our snack menu and planned activities will be posted onto the Park C.P website each week. All updates can be found via the school app. To find the relevant information on the school app we suggest subscribing to the pages you want to be notified about – i.e., News or Treasure Chest.

My shifts change regularly so sometimes I need to change my Parent Pay bookings last minute.

From November 2023 Treasure Chest implemented a new booking in system on Parent Pay, this was so we were able to keep track of bookings and numbers within each setting. Treasure Chest Staff understand Parents shifts can change and we try our best to accommodate any changes we can to help. Any cancellations or booking changes need to be made through text or email to the treasure chest management team by 8.00 on the day of attending.

5.30 closing time doesn't represent working parents.

Unfortunately, our closing times have changed from 6.00 to 5.30 due to the number of children attending at that time. It was not cost effective or viable for Treasure Chest to remain open after 5.30.

Treasure Chest is the most expensive around.

The increase in fees was not an easy decision to make but with the running costs increasing we had no choice. We did research prices from other settings before making any decision to ensure we kept a competitive rate, not only are we still slightly cheaper we are also more flexible with our 5 hour sessions available during holidays.

Some snack suggestions received from the children:

As much as we would love to provide the children with Burgers, pizza and sausage rolls, unfortunately due to the healthy eating programmes in and around childcare settings this is not possible. We do try to provide a small treat at the end of term like some party food. Fruit is always available during the session and children are offered a snack at 3.00 -3.30, this is a snack size portion not a meal.

My children have attended Treasure Chest for years and the care and availability is brilliant!

I am happy with the service and my children enjoy attending!

The Christmas carol videos were amazing to see!

I love going to Club!

I am happy going to club and the care I receive.