

-Your Feedback & Our Response!

Your feedback each year on the 818 makes a huge difference to the club. Not only do we listen to your ideas, we use the comments to help us raise the £65,000 a year the 818 club costs. It's a huge amount of money and a daunting task every year, so thank you for this help.

So, what did you write and what did we think? The good and the not-so-good are thrown in together here!

<i>Your Comments</i>	<i>Our Response</i>
Over the years 818 has been an important element in my son's life. He has always loved the events. It's been an inclusive setting for him to be away from parents – important for his life. The activities develop the children's skills and confidence and also offers the ONLY source of long term breaks which S loves.	<i>Thank you – its great to know we make a difference, especially after a hard day! More residentials are in the planning, and we're trying to keep the costs as low as we can. These comments will help us to fundraise for that.</i>
It's a shame the club is only open to those with special needs now. I think it is the mix of backgrounds that makes 818 such a rewarding experience.	<i>There does need to be a balance in the club to ensure everyone benefits. There was a lot of pressure on us to increase the percentage of children viewed by BBC Children in Need as 'disadvantaged'. This was not just people with special needs. The club was always open to children with and without special needs, but it is once again open to everyone. So if you have any friends who'd like to come along we'd love to meet them.</i>
A new minibus is needed!	<i>We did get a new one last year thanks to teenage 818 members fundraising efforts! Unfortunately it doesn't always get used for 818 days, so we will now make sure that whenever possible the new bus is used for 818 and we are fundraising again for a new one.</i>
Would like to see maybe a weekend course that builds on skills such as woodcraft/bushcraft. Cycling? More pony trekking? Orienteering?	<i>More weekend courses coming up! Pony trekking is not something we run ourselves, it is a taster session but the club there runs regular sessions if you wanted to join. Cycling and orienteering don't tend to get booked which is why we don't run them very often.</i>
Possibly introduce some new activities and places.	<i>We are always on the lookout, which is why your suggestions are so helpful.</i>
Sometimes my son finds some of the other members behaviour difficult to cope with	<i>This can be difficult. The 818 encourages children to meet people from very different backgrounds to themselves, encouraging teamwork, tolerance and respect- but of course we all struggle with these at times and often for very understandable reasons. The other side is that we are teaching those who can be challenging the same skills of how to get on with people and work together. We aim to '...continue (our) good work encouraging children to socialise, think of others, be polite and making them feel important.'</i>
Pleased to see more improvers events.	<i>This was based on feedback from last years review. We will continue offering these and have started regular archery improvers courses. We do have lots of new people though, so do have to introduce them to activities as well as giving people opportunities to improve.</i>
Useful to have a ranking system of if they don't get 'this' event they could have 'that'.	<i>Great idea. Some parents do write a note on their booking which everyone is welcome to do. However, we will look into this and see what we can come up with.</i>

Greater range of events e.g. paragliding.	<i>Paragliding is very expensive and when we do put them on most people can't afford them so we have very few or no bookings. Sorry! We are always looking for new events though so ideas are welcome. Plus the 818 Xtreme club will be launching soon for those 13+ - watch this space!</i>
It has been great for both my children giving them access to activities they wouldn't otherwise have done.	<i>Great!</i>
When a child joins at 8 it can be quite hard keeping their interest as they get older.	<i>Watch out for 818 Xtreme!</i>
Only criticism is amount of paper/forms you send out every couple of months.	<i>We know – we hate it too. If you have access to email please let us have your email address. Information should also be downloadable soon.</i>
A holiday club which ran during normal working hours in school holidays would be great.	<i>We're looking into this. Because it would be a very long day to be outdoors we are hoping to run an optional breakfast and snack club at the start and end of days out. It may not happen this year but we'll keep you posted</i>
Family fun days with members selling items on stalls and donating a percentage to AU	<i>We could combine this with the Sunday Funday. I will look into the licensing for this and let you know</i>
After-school club would be great.	<i>We are working on more evening activities and looking into an after-school club.</i>
I would change Sunday events to a Saturday	<i>Often people can't make Saturdays, especially with complicated extended family arrangements, so we try to keep a good spread of days. However, some activities can only be done on some days of the week e.g. Harrison's Rocks is closed to groups on a Sunday. We offer all activities during school holidays to make up for this</i>
If Steve in charge, better than 'Very satisfied'. If other staff members are in charge it varies from 'Satisfied' to 'Extremely dissatisfied'	<i>All of our staff work differently, and this can have a different effect on different children. Steve does excel at leading groups – but so do other members of staff. We are always happy to hear any concerns or niggles about any member of staff, that way we can deal with it and improve the situation. The sooner you raise the issue, the easier it is to deal with.</i>
Organise events at different places other than BYC	<i>Coming up soon we hope!</i>
Timekeeping, collecting, dropping a bit lax	<i>Point taken. We can't always be held responsible, sometimes the traffic is unexpectedly slow (such as the Butlins return journey with 2 accidents on the road) but we will try to get better. We are also increasing our range of Brighton-based activities.</i>
Some of the activities are cheaper to do not through 818.	<i>This is because we are accompanying them, providing transport, insurance, support, 1:1 help where needed...But if you do find it cheaper and are happy to do things outside the 818, please do that! We want as many children as possible to benefit as much as possible from outdoor activities – we love you to come out with us, but we're happy for you to do activities with someone else too, the more the better we say!</i>
I have 3 children as members and would appreciate a sibling discount.	<i>We will have a think about this. It is already difficult raising the funds for the 818, but we absolutely understand the difficulty. We do only charge membership for the first member.</i>
Picnic once a year in park for families.	<i>See you there!</i>