



## Exit Survey: Young People and Parents/Carers

### Introduction

The Exit Survey for Young People is designed to allow Club Children Officers to obtain the views and opinions from young people after they have left a Club to ensure the leaving member has had an opportunity to give their views and opinions.

The Exit Survey is for use by CCOs only and should not be used by other members of the club or committee to elicit information from young people.

It is important that the young person can give their responses without repercussions. To ensure this, the information from any Exit Survey should remain anonymous unless there is a concern for the safety or well-being of any young person. In this case the CCO should contact the Head of Safeguarding, Ethics and Youth Development immediately this comes to light.

There is also a Parent/Carer Survey which can be sent at the same time; this will encourage parents/carers to answer the questions for them, whilst giving young people an opportunity to complete their survey.

### Process for using the Exit Survey

The CCO must be sure that the member being contacted has left the club and they are definitely not returning as might be the case where there is a prolonged injury or taking a break because of exams or other reasons.

The Exit Surveys can be used either by being sent out via post (suggest a return envelope in enclosed) or the CCO might prefer to call the parent/carers and ask the questions directly. The same questions can be used. Be wary of using the Exit Survey through an online survey platform – it is very easy to share links for this. The survey is designed to be very specific for members who have left.

It may be very apparent why a young person has left, and other people in the club may have this information e.g. the coach or a committee member. It will be at the discretion of the CCO plus the other relevant person to decide if it is appropriate to send the survey out.

For example:

If a member has moved away, it may be appropriate to send the Exit Survey to the young person; it is an opportunity for the leaving member to know they will be missed, whilst they may also have views that might benefit the club.

If a member has left due to a complaint, it may not be appropriate to send the Exit Survey to the young person or their parent/carers; the reasons they are leaving may be apparent.

An accompanying letter with the Exit Survey with the following information is a good addition:

- Thank you for their contribution to the club
- Achievements in the club
- Top times/events
- Member of various squads (depending on length of time in the club)
- Particular memories specific to the leaving member

The Club Children's Officer should monitor movements/dropouts for all members; unusual movements might be an indication of an underlying problem. Any unusual movements should be discussed with the Head of Safeguarding, Ethics and Youth Development.

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