

Analysis of End of Year Questionnaire – Academic Year 2016-2017

Questionnaires issued: 28

Questionnaires returned and completed: 18

Response rate: 68%

Section 1: Meeting Children's Needs

Questions 1-7: Staff approachability; awareness of policies and procedures; role of key person.

All eighteen parents/carers found the staff very welcoming and approachable, and that they found it very easy to find out about the pre-school policies and practices. All parents/carers felt questions were answered promptly and they knew who their key person was and the role the key person played.

Questions 8-16: Development of child; parent consultations; parental involvement of child's development; Early Learning Record; book bags and borrowing of educational puzzles and games.

Sixteen parents/carers felt their child's development had been supported over the year. Two parents/carers scored this question as a three with one parent saying, "Whilst her son's development has been amazing over the past two years, she felt that his development had slowed down this year, which could be due to his age" Fifteen parents/carers felt the parent consultations were very effective in discussing their child's development. One parent found them tricky to attend, another parent felt that the parent consultations were spread out, with very little information given since the November consultation unless sought.

Seventeen parents/carers felt the early learning record gave a clear picture of their child's activities and development, one parents/carers scored this answer as a three. Fifteen parents/carers felt they were very involved in their child's development, three parents/carers scored this answer as a three.

Eleven parents/carers thought the book bag scheme was very successful, three parents/carers scored this answer as a three, two parents/carers scored it as a two and one parent as a one. One parent said that he/she "Often put the book in the bag and it is returned the same night" another parent said "I've never had any comment in the book".

Five parents/carers have borrowed educational puzzles and games whilst thirteen parents/carers had not borrowed any. One parent/carer said, "I didn't know they were available" Another said "My daughter has many puzzles and games at home, so was not interested", and another "We have tonnes at home".

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Comments from parent/carer

Development of child

- Staff are very supportive towards each child's development.
- My daughter has been very happy and settled at the pre-school and really loves all the staff.
- My daughter has been very well supported and her needs recognised.
- My child has grown in confidence and happiness. She has developed in so many areas and has absolutely enjoyed it.
- Being one of the younger children, my son has been encouraged throughout the year but never pushed to do anything he is not ready for.
- I think my son's development has been amazing over the past 2 years. However, I think in some ways I feel he may be slowing down this year. But I think it is just his age and I am just a worrying mummy!
- My children have been well supported, particularly in their personal, social and emotional development. Staff have been gentle in their approach and both children have felt secure.
- Excellent support and help given to my son regarding speech and language situations. I have seen great improvement since the extra support and help has started.

Book bags and home reading scheme

- I have missed one or two pieces of info but this is due to me not looking in frequently enough. It seems an effective method for sharing information.
- Books are not always changed frequently enough and some comments I have made in his diary have not been acknowledged for a while.
- I often put the book in the bag and it is returned the same night!
- Weekly books work very well, we look forward to our new books.
- Never had any comment in the book.
- I may have missed it but information on term dates, sports day and coffee mornings in advance would be helpful. Also, I am not sure if I should be writing more in the book asking for updates or not.
- I must remember to check the bag!
- The scheme is great. I've been terrible at checking! The take home stories have been great.

Have you borrowed educational puzzles and games over the last year?

- Not aware of this as an option. Also have lots at home.
- Many at home!
- I wish I had known about it sooner!
- We have lots of resources at home.
- I keep on forgetting!
- We have a lot of games and puzzles at home already.
- Too many at home!
- I have a lot at home and so didn't feel I needed to.
- My son isn't interested in puzzles.
- Didn't know were available.
- My daughter has many puzzles and games at home, so was not interested in more games.
- We have tonnes at home.

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Questions 17-22: Website; Facebook and `Stay and play`.

Seventeen parents/carers had visited the pre-school's website, only one parent said he/she wasn't aware of the website. The seventeen parents/carers who had visited the website found it to be informative, and one parent commented that it is always kept up to date.

Question 19 asked the parent/carer what areas of the website they reviewed most regularly and to tick all that apply. (Total viewed in red).

Introduction	0	Fees	0	Policies	0
Term Dates and Diary	16	Application Form	1	Our Staff	2
Staff Responsibilities	0	Volunteers	0	Breakdown of Day	0
Snacks	0	Curriculum	0	Ofsted Inspection Report	2
Stay and Play Week	6	Golden Rules	0	News and Events	5
Newsletters	4	Information for Parents	4	Parents' Comments	0
Why We Need a Committee	0	Committee Members	1	Committee Handbook	0
Meeting Dates for Committee	2	Minutes of Committee Meetings	1	Staff Vacancies	0

One parent would like to see on the website half termly updates on what the children have been doing.

Sixteen parents/carers would like to see a closed Facebook page, one parent/carer said no and one parent/carer was unsure.

One parent/carer would like to see photos of the activities, observations of learning, term dates, and reminders. Another parent/carer asked for events and information about school. Another asked for form return dates, stay and play dates, coffee mornings". Day to day activities.

Ten parents/carers had been involved in stay and play week whilst eight parents/carers had not. Of the eight parents who had not been involved in `Stay and Play` one parent said she couldn't due family and work commitments another felt it would have disrupted his/her child. Another felt her child was more distracted when she was there.

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Comments from parent/carer

Website

- It would be useful to have the pre-schools direct number to call on the day for existing children to attend.
- Photos of the children doing activities (current up to date). Videos even!

Facebook Page

- Be good for posting activities, information about upcoming events
- An instant way to be in contact. Would like to see dates, letters, reminders. Anything on the noticeboard.
- Would be good to see events, dates important activities. Especially good for parents who forget to check the book bag!
- Dates, photos, activities etc.
- Good for committee activities – particularly useful for non-committee members to still feel included.
- Pictures of the children playing and having fun.
- What is the point of it – all info is on your very good website” I wouldn’t want pictures of my child on it.

Stay and Play

- It gave me the opportunity to see my son integrating with other kids, to see his day at pre-school.
- It was good to see my son getting along with other children.
- I liked watching the children in the setting being able to chat informally with staff. A chance to look at their books.
- It works well and is nice to see what goes on during the morning.
- A formal introduction to the children of who you are may be useful.
- Great way for the children to show parents what they do at pre-school.
- A great chance to see kids in the environment and chat to staff.
- It was lovely for my daughter to show me all the toys and the garden.
- It is great it lasts all week,

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Section 2: Supporting Children's Well-Being

Q23-27: Are children safe and secure at Pre-school and Special Educational Needs.

All eighteen parents/carers said that they felt that their child were safe and secure at the pre-school.

Questions 24 to 27 were about children who receive support from staff through Special Support Education Health and Care Plan or other. Fourteen parents/carers did not answer these questions.

Four parents completed questions 24 to 27, of which three scored all questions as fives (note one of these children does not receive additional support for SEN). The fourth parent/carer scored a mixture of threes and fours (Note: this child does not receive additional support for SEN).

Comments from parent/carer

Safety and Security

- No concerns what so ever. Very happy with the staff.
- I have always felt comfortable leaving both my children at the pre-school because I trust the staff.
- A lot of care and attention is made of the children by the staff.

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Section 3: Overall comments

Q28-30: Pre-school's Golden Rules; like the best and least at pre-school.

All eighteen parents/carers said that they were aware of the pre-school 'Golden Rules.

One parent felt that the staff should work with the children to ask them what they felt about the Golden Rules.

Comments relating likes and dislikes at the pre-school are below.

Comments from parent/carer

Like most about Pre-school

- I like the range of ages.
- I like the atmosphere (calm and happy) that all the staff create for the children.
- Spring fete and meeting parents.
- My daughter has had a wonderful time, can't ask for more than that.
- The relaxed friendly nature of the pre-school. Flexibility in terms of taking the children out if we want, play being the main feature.
- The Christmas Play
- Beautiful New Setting!
- The best thing this year is that you have moved to a new and wonderful setting. It has a beautiful space outside for the kids. The trip to the woods.
- My child's key person has been amazing at settling my child and addressing her additional needs. My daughter has required extra support and this has been put in place without prompting.
- Lovely, amazing staff who have supported, nurtured my daughter over the past year. They have always had time for questions, and are patient and welcoming.
- I have loved how safe and enjoyable my son finds it. He is learning so much and is making me proud.
- My daughter loves Pre-school, she is always happy to go and see her friends. She loves coming home and telling me all about the activities they have done at school.
- My daughter enjoys going to Pre-school and the staff make her happy.
- Liked the trip to the woods and the Christmas play, it was lovely.
- Pre-school has given my daughter a very safe and friendly environment in which to make new friends. The move to the new setting was carried out incredibly smoothly by the staff and they should be congratulated for this.
- The staff. You are all so warm and loving to the children. There is a lovely atmosphere of calm and busy. The children feel safe and valued. The fact I could send my child when her brother and friend were away, speaks volumes.

Like least about pre-school

- It coming to an end!
- Closed doors until staff ready. As makes catching trains to work impossible when opened late.
- Not being there to have face to face contact.
- Waiting outside for doors to open and occasionally not opening at 9.00 am. Issue for those dropping off who go to work.
- The home time routine. It is difficult not being allowed in to collect the children and challenging when they pile out and dump their coats etc at our feet. It is also nice for parents to be able to come into the setting so we can look around, see what's on offer for the day. I am aware of issues around safeguarding but there are ways around this.

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Summary

The return rate of questionnaires is lower than the previous year.

It is clear to see that the parents/carers who did return the questionnaires are happy with the Pre-school. They find the staff welcoming and approachable. The parents/carers also felt they had their questions were answered promptly. All the parents/carers who answered the questionnaire knew who their key person was and the role that she played.

Sixteen parents/carers that returned the questionnaires felt their child's development had been supported over the past year, one parent felt her son's development had slowed down. two parents/carers said they didn't have sufficient opportunity to discuss their child's development. 83% of the parent/carers felt that the parent consultations were effective and the 94% felt the early learning record gave a clear picture of their child's activities and development.

Only 61% of parents/carers thought the book bag scheme to be very successful.

Only 28% of the parents/carers borrowed the educational puzzles and games.

Seventeen out of the eighteen parents/carers had looked at the website. All seventeen parents found the website informative.

The areas of the website that were viewed most regularly were: Term dates and diary; Stay and Play; Newsletters; Information for parents; News and Events. Areas of the website that had not been viewed at all were: The Introduction; Staff Responsibilities, Snacks; Fees; Volunteers; Committee Handbook and many more!

Only one parent/carer said that the/she would like to see half termly updates on what the children are doing on the website.

89% of parents/carers would like to see a closed face book page, and would like to see photographs of activities; observations and learning; term dates and reminders; events and information about school, stay and play dates; coffee mornings.

56% of parents/carers had attended our `Stay and Play` weeks. Of the remaining parents/carers who had not attended one parent/carer said it was due to work commitments.

All the parents/carers answering the questionnaires said that they felt that their children were safe and secure at the pre-school.

All parents/carers who returned the forms indicated that they were aware of the `Golden Rules`.

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Areas to be addressed

- Continue to make parents/carers aware that they can see their child's Early Learning Record at any time.
- Increase awareness regarding borrowing the educational puzzle and games.
- Continue to update and improve the website for the benefit of both existing parents/carers and parents/carers who may be looking for a pre-school for his/her child.
- Increase the awareness of `Stay and Play` week and the benefits of attending a session with their child.
- Consider a closed Facebook Page.