

Feedback – Starters’ and Returners’ Questionnaire December 2019

As you are aware the Pre-school constantly endeavours to improve the quality of care we provide to the children. One way of doing this is to gather your opinions and ideas, which we do by asking you to complete either a Starters’ and Returners’ Questionnaire towards the end of the autumn term or a Leavers’ Questionnaire at the end of the summer term.

A Starters’ and Returners’ Questionnaire was handed out towards the end of the autumn term to 27 families that either started or returned to the setting during September 2019. 11 completed questionnaires were returned giving a response rate of 41% It was disappointing to see less than half of the forms had been returned, as asking parents to complete questionnaires is a great way for us to measure our effectiveness and identify areas for potential improvement.

Many thanks to all those who completed the questionnaire. We value your views and are happy to talk to you at any time if you wish to discuss things with us.

The results and comments are detailed below.

Section A: Did your child start with us this term?

Eight parents/carers said that their child started at the setting during the autumn term whilst two children returned to the setting and one child’s parent/carer answered no their child didn’t start in the autumn term when in fact, he/she did start at the Pre-school during the autumn.

Section B: Finding out about Handsworth Pre- school

Four parents/carers found out about the Pre-school via word of mouth, two via the website, one from the current Ofsted report and one parent said from the website and leaflet drop.

Seven parents/carers attended the setting before their child started Pre-school and they all found the visit very useful, they especially liked meeting the staff and seeing how the setting runs on a day to day basis and how the setting would be laid out each session.

Two parents/carers attended the New `Stay and Play Session` (S&PS) on Wednesday 4th September 2019, they found the session gave their children a good introduction to the Pre-school. Parents liked meeting their children’s key person and discussing their children’s likes and dislikes.

All seven parents/carers were happy with the joining instructions the Business Manager sent before their child started at the setting.

Section C: Starting or Returning to Pre-school

All eleven parents/carers said that they received a warm welcome when their child first joined or returned to the Pre-school in September 2019.

Nine parents/carers felt that their questions and comments about their child starting at Pre-school were answered clearly and competently.

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All eleven parent/carers said that they found the Parents’ Handbook to be clear and informative. One parent said he/she would like to see pictures in the Parents’ Handbook of his/her child, what he/she is doing in session time. Another parent/carer said he/she would like to see an electronic version of the Pre-school calendar that can be loaded onto smart phones.

Eight parents/carers marked a score of five for the extent that they are happy with the overall care and range of activities their child receives at the Pre-school. Whilst two gave a score of four.

One parent/carer commented that their child has been at Pre-school for three weeks and they still did not have their bag/performance diary.

All eleven parent/carers said that their child had been effectively supported to settle into Pre-school.

All eleven parents/careers knew who their key person was. Ten parent/carers said that they felt well informed about the progress of his/her child and found it easy to discuss their child’s progress with their key person. One parent/carer felt that they had not be informed as to what his/her child had been doing during the 3 hours, whether he/she was happy, sad or needed help with anything.

Of the three returning parents/carers to the setting one said that he/she felt his/her child was more confident and enjoys playing with other children. A second parent/carer said they had noticed a big change in staff and the third parent/carer said they noticed the children were doing more activities.

Section D: Parental Involvement and Communication

Nine parents/carers said they were aware the Pre-school is run by a Parent Committee and they knew the roles and responsibilities of the committee. Two parents/careers said they did not know that there was a Parent Committee.

One parent/carer said that the coffee mornings are great as the kids can get involved with the baking. When asked what activities the parents/carers would like to see the committee organise the following were mentioned: fitness activity; animal yoga; dance party. Along with different pretend play activities - camping; picnics; baking; trips to the library.

Parent/carers were asked if they were happy with information being emailed to them and ten parent/carers said it was easier for them to keep up to date with information being emailed to them. One parent/carer said it was not easier and commented that he/she is “old school” and likes paper in his/her hand, but he/she is happy with email but great to have a hard copy.

Parents/Carers were asked about our website. Seven parents/carers said that they do not check the website they rely on the emails. One parent/carer said he/she checks the website during the holidays, a second said he/she checks it each time he/she receives an email, and another said he/she relies on emails and the WhatsApp, but does check it for dates. A fourth parent said he/she checks it once a week.

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All eleven parents said that they would recommend Handsworth Pre-school to others.

All eleven parents/carers stated that they found the staff to be very relaxed, friendly and supportive with a warm and nurturing approach. Parents/carers liked the outdoor space, and the range of indoor/outdoor activities and that the children clearly have lots of fun.

What Parents like the best about Pre-school

Parents/carers stated that they found the staff to be supportive; friendly with a willingness to nurture the children. There is a warm welcoming atmosphere, with a wide range of activities available. The open door to the outside with the free-flow play is an attraction.

What Parents like the least about Pre-school

One parent/carer mentioned that he/she felt that the setting could be cleaner. A few parents/carers mentioned that it was a shame that the setting is only open 3 hours a day, and not open full days.

General comments from respondents are as follows:

- “During the wintertime I think it is a bit cold inside for the children and if its is possible to close the door to the garden would be good”.
- “It is a great Pre-school and a great introduction to little ones to learn”.
- “Thanks to all the staff for your hard work in providing a happy and safe space to send my child. Could or would you consider extending your sessions to full days (30 hours)”.

If you have comments about anything written in this feedback then please feel free to contact Ruth, Business Manager on 07932 154133.