

Feedback – Starters' Questionnaire December 2017

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 starter's questionnaire towards the end of the autumn term or a leaver's questionnaire at the end of the summer term.

A starter's questionnaire was handed out towards the end of the autumn term to all nineteen new families that started at the setting during September 2017. Eleven completed questionnaires were returned giving a response rate of 58%. It was disappointing to see just over 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: Finding out about Handsworth Pre-school

Two parents/carers found out about the Pre-school via the website, seven from word of mouth, one had another child previously attend the setting, two parents found out about the Pre-school from Facebook, this is the first time we have advertised the setting on social media.

Nine parents/carers attended the setting before their child started Pre-school and all nine found the visit very useful and gave them an insight in to how the Pre-school operates daily. The parents/carers especially liked meeting the staff and seeing how the setting ran on a day to day basis.

Nine parents/carers attended the New 'Stay and Play Session' on Wednesday 6th September 2017, they found the session gave their children an introduction to the Pre-school.

All eleven parents/carers were happy with the joining instructions the Administrator sent before their child started at the setting. They also found the Parents' Handbook clear and informative.

Section B: Starting the Pre-school

All eleven parents/carers said that they received a warm welcome when their child first joined the Pre-school.

Ten parents/carers felt that any queries they had were answered effectively and any advice needed was given quickly. One parent/carer did not comment.

All eleven parents/carers said that their child has been effectively supported to settle into the Pre-school. All eleven parents/carers said that they were aware who their child's Key Person is, and that they understood the role of the Key Person. They also said that they were kept aware of the progress their child is making and were happy to discuss their child's progress with their Key Person.

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Section C: Parental Involvement

Eleven parents/carers said they were aware that the Pre-school is run by a parent committee and that they knew the roles and responsibilities of the committee. One parent/carer mentioned that he/she would like the committee to organise a trip to the local theatre.

What Parents like the best about Pre-school

Parents/carers stated that they found the staff to be very relaxed, friendly and supportive with a warm and nurturing approach. They liked the hours the setting are open and the setting being at HPBC. 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 least about Pre-school

One parent/carer mentioned that he/she would like at least one longer day for working parents/carers. Handsworth Pre-school did provide a longer day on a Wednesday. However, when we relocated to our new premises it was decided to drop the Wednesday afternoon and open on a Friday morning from September 2017. This change was implemented for the wellbeing of the children, many children who attended the all-day session on a Wednesday struggled in the afternoon due to being tired and did not benefit from being at the setting all day. The Friday morning sessions appear to be more successful.

One parent/carer felt that he/she was not aware what her child had been doing all day and that there was not much communication from staff on pick up. Staff are more than happy to speak to parents/carers upon pick up, please just ask.

One parent/carer said that he/she had phoned the pre-school and there had not been an answer. Sometimes if the staff are busy with the children it is not always possible to pick up the phone. There is an answer phone available, please leave a message and a member of staff will call you back when able to do so.

One parent/carer mentioned that on occasions staff have been late opening the doors to the setting in the morning. Staff always aim to open the doors on time and have strived to ensure the door is opened at 9.00 am each morning.

One parent/carer mentioned it would be great if any issues raised by a parent/carer that the staff give an update rather than the parent/carer having to keep asking and appearing a nuisance. Parents are never a nuisance and staff are more than happy for parents/carers to raise concerns or ask for information and not to feel that they are disturbing the staff.

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General comments from respondents are as follows:

- “Friendly staff with lots of activities”.
- “The team are very friendly, they watch my son closely and have all the activities he enjoys”.
- “I am pleased my daughter is attending such a lovely Pre-school. It has been lovely to see her come out of her shell and be more independent”.
- Just thank you. We didn't realise initially that Handsworth Pre-school wasn't near Handsworth Primary so have accidently fallen on our feet. Very impressed with our son's energy, confidence, enthusiasm following his attendance”.
- “I like the games and puzzles lending scheme. My son loves to show his older sister his games and they play together”.

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