

## **Feedback – End of Year Questionnaire 2017-2018**

The Pre-school constantly endeavours to improve the quality of care we provide to the children. One way of doing this is to gather the parents/carers opinions and ideas, which we do by asking parents/carers to complete either a starter's questionnaire towards the end of the autumn term or an end of year questionnaire at the end of the summer term.

An end of year questionnaire was handed out towards the end of the summer term to all families in the setting. Sixteen completed questionnaires were returned giving a response rate of 62%. This is a great way for us to measure our effectiveness and identify areas for potential improvement.

The results and comments are detailed below.

### **Section 1: Meeting Children's Needs**

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

All Sixteen parents/carers felt their child's development had been supported over the year. And that they felt the parent consultations were very effective in discussing their child's development. Fifteen parent/carers felt the early learning record gave a clear picture of their child's activities and development. One parent/carer scored this question as a three.

Fourteen parents/carers felt they were very involved in their child's development, two parents/carers scored this answer as three.

Six parents/carers thought the home/school book very successful, whereas ten parents/carers scored this answer as either as a three or a two. One parent said "I think it is a lot for the staff to write in the books and to make a detailed early record as the same time"

Nine parents/carers borrowed the educational puzzles and games whilst seven parents/carers had not borrowed any. One parent/carer said, "I didn't know they were available". Another said, "We have so many at home, and I worry it may get lost amongst the chaos".

## Feedback – End of Year Questionnaire 2017-2018

### Website and Stay and Play

Fourteen parents/carers had visited the Pre-school's website and two hadn't looked at it. Of the fourteen parents/carers who had visited the website eleven found it to be informative

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	2	Policies	1
Term Dates and Diary	12	Application Form	0	Our Staff	1
Staff Responsibilities	1	Volunteers	0	Breakdown of Day	1
Snacks	0	Curriculum	1	Ofsted Inspection Report	1
Stay and Play Week	4	Golden Rules	1	News and Events	5
Newsletters	4	Information for Parents	2	Parents' Comments	0
Why We Need a Committee	0	Committee Members	0	Committee Handbook	0
Meeting Dates for Committee	0	Minutes of Committee Meetings	0	Staff Vacancies	1

Only one parent/carer said they would like to see half termly updates on what the children have been doing.

Eight parents had been involved in stay and play week whilst eight parents had not. Of the eight parents who had not been involved in 'Stay and Play' only one parent mentioned she could not attend due to her busy schedule.

### Section 2: Supporting Children's Well-Being

All sixteen parents/carers said that they felt that their child was safe and secure at the Pre-school.

Questions 23 to 26 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.

The two parents/carers who completed these questions scored all questions as fives.

# Feedback – End of Year Questionnaire 2017-2018

## Section 3: Overall Comments

Fifteen parents/carers said that they were aware of the Pre-school `Golden Rules`, only one parent/carer was unaware of the Golden Rules.

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

### Comments from parent/carer

#### Like most about pre-school

- Fun activities and a good introduction to school. We are very pleased with how this year went!
- The staff and how genuinely caring and interested they are in the children.
- All the staff are so friendly and welcoming. It's a very happy environment for the children which for me is the most important aspect as it then enables the children to learn, develop and progress.
- My son has had a great time playing and making friends. Lots of fun activities and trips.
- Watching my child grow and develop due to the Pre-school, the friendliness of staff and overall happy experience.
- Stay and Play, sports day, nativity play, the school fete.
- The very approachable staff who clearly love the children. The 3 hours works well for my children.
- The kind, loving and informal nature of the school.
- The Nativity was very special. The summer fete.
- My daughter seems so keen to join you. The staff have been very welcoming.
- Friendly atmosphere.
- All staff are approachable and friendly, which makes it easy to discuss things with.
- The caring nature of the staff. The craft and fun element, incredibly accommodating.
- My son has really settled and the support he gets from the staff makes him feel at home. He always looks forward to coming to nursery.

#### Like least about pre-school

- Settling in procedure.
- Not full days.
- Having to leave to start school!
- How quickly three hours pass!

# Feedback – End of Year Questionnaire 2017-2018

## Summary

The return rate of questionnaires is lower than in previous years.

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 answered promptly. All the parents/carers who answered the questionnaire knew who their key person was and the role that she played.

All except one parent/carer that returned the questionnaires felt their child's development had been supported over the past year, one parent/carer felt his/her child had become less confident since starting Pre-school but feels the plan that will be in place in the next academic year will help to build his/her confidence. 94% 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 38% of parents/carers thought the home/school book to be very successful. The remain 62% did not think it was working and perhaps there are better ways to communicate with each other.

56% of the parents/carers borrowed the educational puzzles and games.

Fourteen (88%) out of the sixteen parents/carers had looked at the website. Eleven of the fourteen parents/carers found the website informative.

The areas of the website that were viewed most regularly were: Term dates and diary; Stay and Play; Newsletters; News and Events. Areas of the website that had not been viewed at all were: The Introduction; Snacks; Fees; Volunteers; Why we need a Committee; Committee Handbook and many more!

50% 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.

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

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