

Feedback – Starters' Questionnaire December 2018

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 thirteen new families that started at the setting during September 2018. Seven completed questionnaires were returned giving a response rate of 54%. 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, six from word of mouth, one had a child previously attend the setting, one parent/carer found out about the Pre-school on Facebook, and one from the health visitor. (Two parents/carers ticked more than one area from the list of options).

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

Five parents/carers attended the New `Stay and Play Session` (S&PS) on Thursday 6th September 2018, they found the session gave their children a good introduction to the Pre-school.

All seven 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.

One parent/carer said that he/she would like more information in the Parents' Handbook on policies regarding potty training/toileting children.

Section B: Starting the Pre-school

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

All seven parents/carers felt that any queries they had were answered effectively and any advice needed was given quickly.

Two parents/carers scored four and five parents scored five for the overall care and range of activities at the setting.

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All seven parents/carers said that their child has been effectively supported to settle into the Pre-school. All seven 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.

One parent/carer said he/she felt the home/school diary could be used more frequently. Another parent/carer said he/she felt the garden could be better and the hall was cold. Finally, another parent/carer felt the hygiene could be better in the toilets.

Section C: Parental Involvement

Five 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. No parent/carer gave any enrichment or fundraising activities that they would like to see arranged.

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. 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 the hygiene in the toilets could be better. The garden could be improved and Cowling Hall was cold. Dialogue in the home/school diary could be more frequent.

General comments from respondents are as follows:

- “The key person supported us really well”.
- “I feel my daughter is getting much out of it. I love the range of activities she does and to see the arts and crafts she brings home. She also plays pre-school at home which is something she never did before nursery. This tells me she is happy”.
- “Everyone is supportive and nice”.
- My daughter has settled and is very happy at pre-school, staff are caring and there is a lovely community feel”.
- “I staff are lovely, and my son loves it”.
- “Stay and play sessions are a great idea”.
- The home/school book works really well.

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