

Feedback - End of Year Questionnaire 2018-2019

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. Twenty-six questionnaires were handed out and fifteen completed questionnaires were returned giving a response rate of 58%.

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 fifteen parents/carers found the staff very welcoming and approachable, twelve parents/carers said they found it very easy to find out about the Pre-school policies and practices, one parent/carer scored a 3 and another a 2 to this question and the third parent/carer said `I am not sure – I have not tried`.

Fourteen parents/carers felt questions were answered promptly, whilst 1 parent/carer scored a 3. Fourteen parents/carers said they knew who their key person was, one parent/carer did not answer this question. All fifteen parents/carers found their key person to be approachable.

Thirteen parents/career felt that their child's development had been supported over the past year. One parent scored this question as a 3 as he/she had been told that the key person would do some writing with his/her children, but it did not appear to have happened. One parent/carer scored this answer as a 2, saying he/she hadn't seen much improvement in fine motor skills.

Thirteen parents/carers commented on the areas/skills that they felt their child had benefited from whilst being at Pre-school.

Eleven parent/carers felt that they had been involved in their child's development whilst at Pre-school, three parents scored a 3 and one parent/carer scored this answer as a 1.

Five parents/carers have borrowed educational puzzles and games, eight parents/carers had not borrowed any, and two parents/carers didn't answer this question. Two parents said they didn't know they could borrow them, two parents/carers said they keep forgetting they could borrow them, and three parents/carers said they have the games/puzzles as home.

Fourteen parents/carers had visited the Pre-school's website and one hadn't looked at it. Of the fifteen parents/carers who had visited the website fourteen found it to be informative and the remaining parent/carer said, "the dressing up day was wrong on the website".

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Question 12 asked the parent/carer what areas of the website they reviewed most regularly and to tick all that apply. (Total viewed in red).

Introduction	1	Fees	0	Policies	1
Term Dates and Diary	12	Application Form	0	Our Staff	2
Staff Responsibilities	0	Volunteers	0	Breakdown of Day	1
Snacks	1	Curriculum	2	Ofsted Inspection Report	5
Stay and Play Week	4	Golden Rules	0	News and Events	3
Newsletters	9	Information for Parents	5	Parents' Comments	2
Why We Need a Committee	1	Committee Members	0	Committee Handbook	0
Meeting Dates for Committee	0	Minutes of Committee Meetings	0	Staff Vacancies	0

One parent/carer said he/she would like to see on the website a description of the daily notes for parents who are working full time and another parent/carer would like to see some examples of the children's work/activities, and how to support the children in their learning e.g. activities to try at home based on what they have done at the Pre-school.

Thirteen parents/carers found the information that is sent home from Pre-school to be clear (newsletters; letters; notices). Two parents/carers scored this question as a 3, one said they would prefer the newsletters emailed and the other said he/she sometimes missed the notices.

Eight parents/carers had been involved in stay and play week whilst six parents/carers had not, and one parent/carer did not answer the question.

Fourteen parents/carers said they received the Ofsted inspection report and one parent/carer said that he/she did not receive it. The only comments to this question were "Well done to all involved" and "On cultural awareness we would suggest doing cultural themed weeks".

Section 2: Supporting Children's Well-Being

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

Thirteen parents/carers said that they felt their child had been supported to become more independent in their care needs whilst at Pre-school. One parent said he/she didn't know, and one parent/carer did not answer this question.

Questions 22 to 25 were about children who receive support from staff through Special Support Education Health and Care Plan or other. Twelve parents/carers did not need to answer these questions.

Three parents/carers completed questions 22 to 25, they scored all questions as fives.

Section 3: Overall comments

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

Comments from parent/carer

Like most about Pre-school

- “The staff, the freedom that my daughter can play as she likes, and the fact that she has been extremely happy there”
- “The new theme days. Stay and play and that siblings can come too”
- “Themed weeks, like pirate’s week. This is because my children become more enthusiastic about attending.
- “Outdoor play area. Wet Play. Flexible hours. Friendly and relaxed atmosphere”
- “Friendly and welcoming staff”.
- “The staff are all very friendly. There is so much space in the Pre-school for the children to play in”
- “My son has made many more friends and become very comfortable in the setting”
- “Upcoming ZooLab. Sports day was fantastic”
- “The friendliness of the staff. How the children are well cared for and the extra events e.g. Nativity/Sports Day/Summer fete and ZooLab”
- “Seeing our daughter grow, make friends and truly love every moment of her time at the Pre-school”
- “The friendliness, opportunities to participate in the committee and how happy our daughter has been keen to attend”
- “Notes in the book bag and things my son brings home that he has made”
- Seeing how happy my son is”
- “The staff are absolutely amazing, they are really like their jobs, and the kids love to go there every day”

Like least about Pre-school

- “The turnover of staff has been unfortunate, and we were really sad to see Terry and Lisa go”
- “We were told that this term time would be spent practicing writing. It is not clear if anytime has been spent on this and how much”
- “Shame you can’t help them to wipe their bum, my son won’t poo at Pre-school now”
- “Daily learning activities”
- The staff should encourage the children to clean themselves up e.g. runny nose”
- “We would have liked to have seen the children taken out on local area trips more to learn about the shops; parks; wildlife etc”
- “Full time working makes it hard to have face to face contact. A more flexible stay and play would be useful”
- Wet Play, HA HA, but my son loves it”

Summary

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

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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.

Only two parents/carers out of fifteen who returned the questionnaires felt their child's development had perhaps not been supported fully over the past year.

Thirteen parents commented on the areas or skills they felt their child had been supported in and they were all positive comments.

73% of parents felt they were involved in their child's development.

33% of the parents/carers borrowed the educational puzzles and games.

Fourteen (93%) out of the fifteen parents/carers had looked at the website. Fourteen (93%) 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; Ofsted Inspection and Information for Parents. Areas of the website that had not been viewed at all were: Staff Responsibilities; Fees; Volunteers; Application Forms; Meeting dates for Committee; Committee Handbook, Minutes of Committee Meetings; Committee Members and Staff Vacancies.

It was clear that many parents would like the Pre-school to email information to them, such as Newsletters, notices; flyers etc.

53% of parents/carers had attended our `Stay and Play` weeks. Of the remaining parents/carers who had not attended the reasons for not attending are as follows: due to being busy; personal reasons; having a young baby; having plans for the day etc.

Fourteen out of the fifteen parents/carers said they had received the Ofsted Inspection report.

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

Thirteen parents (87%) said that they felt that their child had been supported to become independent in their care needs.

The three families who receive support through SHE and Care Plan all were extremely happy with the support that they have received from the Pre-school.