

STEPPING STONES NURSERY SCHOOL PARENT QUESTIONNAIRE RESULTS

Dear Parent/Carer,

In June 14 we asked you to complete our Parental Questionnaire. We issued 72 questionnaires and had a total of 28 questionnaires returned.

Many thanks to all who took the time to complete these. We very much appreciate this and will work hard over the next year to address any issues raised and to make further improvements to our service.

Many thanks again.

Caroline, Carol-Ann and staff

We asked:

Overall are you happy with the service YES 28 NO 0

SECTION 1 – QUALITY OF CARE AND SUPPORT

	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
I received clear information about the service before my child started using it.	26	2			
My child and I were able to visit the service before using it.	26	2			
My child is happy at nursery.	26	2			
My child attended settling in (induction) session(s) prior to starting regular sessions at the nursery.	26	2			
My child enjoys the learning experiences offered at nursery.	25	3			
I am happy with the quality of care my child receives.	25	3			
Children are consulted about their likes and dislikes.	24	3			1
My child is supported to fully meet their potential.	25	2			1
Children's interests are taken into account.	25	2			1
There is a wide range of activities available to meet children's needs.	24	4			
My child has the opportunity to sleep or rest when they need to.	23	5			
The service provides my child with a healthy snack which meets their dietary & cultural needs.	25	3			

My child is encouraged to engage in good personal hygiene routines whilst at nursery e.g. tooth brushing & hand washing.	24	4			
I receive regular communication from nursery staff about my child.	25	2	1		
I feel happy approaching staff for help and support.	25	3			
I feel comfortable approaching staff to talk about my child's needs.	25	2			1
I am kept informed about what is happening in the nursery through newsletters, website, facebook, daily diaries & nursery notice boards.	23	4	1		
Staff encourage my child to form positive relationships with other children.	23	4			1
If my child requires specialist support the nursery staff will help me access specialist services e.g. speech & language therapy.	24	3			1
I am aware of the nursery's Healthy Eating & Packed Lunch Policy.	25	3			
I am aware of the nursery's Promoting Positive Behaviour Policy.	23	4			1
I am aware of the nursery's complaints procedure.	23	4			1

SECTION 2 – QUALITY OF ENVIRONMENT

	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
The nursery playrooms, common areas & resources are kept clean, bright and in good order.	27	1			
The nursery outdoor play areas are safe, spacious and well maintained.	25	3			
The nursery is a safe place for children to attend.	25	3			
If something breaks I know it will be dealt with appropriately.	24	4			
The setting is stimulating for children.	25	3			
The nursery's indoor and outdoor play areas are well equipped with age appropriate toys and resources.	25	3			
A range of interesting information is displayed in the nursery reception area.	25	3			

SECTION 3 – QUALITY OF STAFFING

	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
I am confident that staff have the qualifications, skills and experience to care for my child and support their learning and development.	25	3			
I am confident that there are always enough staff in the service to provide a good quality of care.	24	4			
My child appears happy and confident with staff.	25	3			
I am confident that the staff will protect my child from harm, abuse, bullying and neglect.	24	4			
The staff treats my child fairly and with respect.	25	3			
Staff keep me well informed of my child's progress.	21	7			
Staff are approachable and make time to listen to my concerns.	24	4			
Staff deal with my concerns appropriately.	24	4			

SECTION 4 – QUALITY OF MANAGEMENT AND LEADERSHIP

	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
Senior Early Years Practitioners are approachable and helpful.	24	3			1
Nursery managers/owners are approachable and helpful.	23	5			
I am treated like a partner in my child's care and education.	23	5			
I get the chance to speak openly about anything that concerns me.	23	5			
Staff make an effort to explain what happens in the nursery.	23	5			
The nursery team is lead well and works well together.	24	4			
The nursery involves parents/carers in developing the service by regularly asking for comments and suggestions.	24	3			1
Parent's opinions and suggestions are valued.	23	5			

Many thanks to all those who took the time to complete our questionnaire. Your input is really appreciated and helps us to improve the service we provide for you.

You said: '...playroom is too bright for her to sleep'

We did: Lights above the quiet sleep areas are on a separate light switch and so can be switched off during sleep times to ensure that lighting is not too bright.

You said: '...not enough information on the Daily Diary'

We did: Daily diaries have been revised to ensure they include as much useful information as possible for parents.

You said: '...can the nursery offer hot food'

We did: After careful consideration, looking at cost, staffing and infection control, providing hot food at lunchtime is not something the nursery will be doing. We will however try to ensure that hot snacks are provided during the week. These will include porridge, toast and soup. World celebrations will also provide the opportunity for children to sample different types of food, which will be served hot. These would include haggis, neeps and tatties, pakora, Chinese noodles, rice and curry.

You said: '...can you ask the council to paint yellow lines at the main gate to stop neighbouring businesses parking there'

We did: We have approached neighbouring businesses, the council and the police regarding the number of vehicles which are sometimes parked close to the nursery, and continue to monitor this regularly.

Some other comments....

'Staff are very encouraging and keep me up to date with my child's behaviour, progress, health etc on a daily basis'

'This is the first time we have left our son with anyone other than family. We were given lots of support in the induction process and feel 100% confident leaving him in your care'

'Newsletters are very informative and a great way to give parents more details of what children are learning about.'

'It's a lovely place to come to in the mornings.'

'All staff are approachable, friendly and knowledgeable professionals.'



August 2014