

# Nursery Questionnaire

## Customer Satisfaction October 2005

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### **Introduction**

The Maden Early Years and Childcare Centre has now been open just over 12 months. It was felt timely to re evaluate customer satisfaction at this juncture to ensure quality services continue to be offered to parents/carers and children.

### **Methodology**

A questionnaire was designed which took the form of both quantitative and qualitative in order to ascertain parents' and carers views on the child care provision their family received.

The information gained would be used to inform a number of conclusions and recommendations which in turn should be used to improve the services provided.

### **Outcomes**

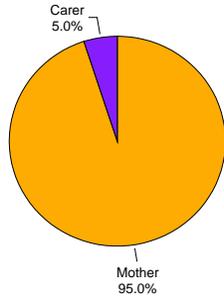
**20** questionnaires were returned out of a possible **65**.

The date distribution was:-

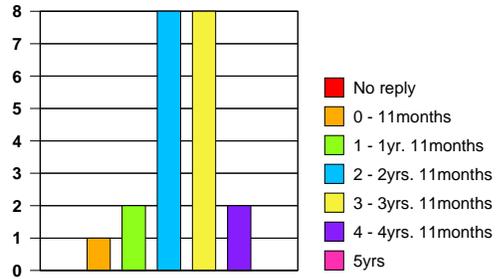
<b>Date</b>	<b>Number</b>
17/10/05	2
18/10/05	9
19/10/05	5
20/10/05	3
26/10/05	1

# More Responses

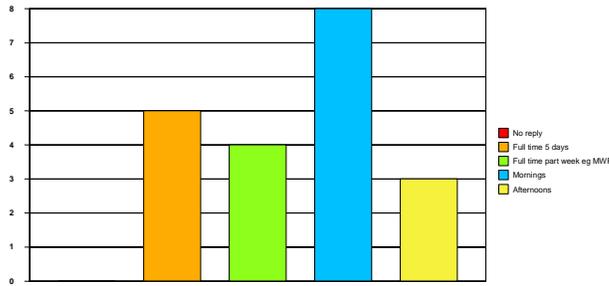
Are you?



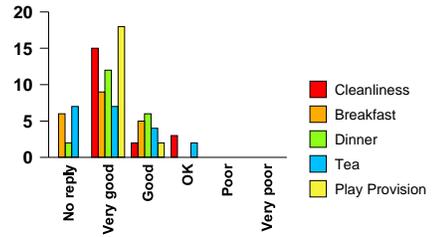
How old is your child/ren?



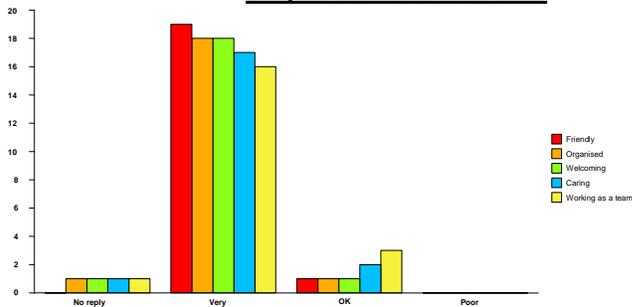
Does your child attend?



What do you think about the following issues?



Do you think the staff are?



## Comments made regarding Cleanliness, Meals and Play Provision

Breakfast suggestions, bagels, croissants, smoothies, muesli and fruit.
Very helpful to me.
The following issues are not just "very good" but are excellent.
Have thought on occasion it could be cleaner but I have no examples to give so it is obviously not a huge issue.
I feel tea can sometimes repeat lunch. e.g. Tuna pasta for lunch then tuna sandwiches for tea. More variety would be nice.
The meals have improved a lot recently
Much better now pre-school has breakfast in their own room. Always a warm welcome from all the staff.

**Responses added to “Have you any other comments you would like to make about the staff.”**

I have found the staff very friendly towards all my family and went out of their way to help my son settle.
Staff have helped my son settle very well
Staff have been very good for children and myself.
Fantastic staff who have accepted my child as an equal and not someone with special needs. They are very loving and caring towards him.
I can't speak highly enough about the staff, they genuinely care about the children and show them lots of love and attention.
The staff are all very nice but sometimes are slightly disorganised when more than one parent turns up at a time either dropping off or picking up.
I think every member of the team is a credit to the nursery. Every child is welcomed and supported.
It is difficult to generalise about the staff as everybody is different.

**Responses to “Do you feel you are kept informed about the nursery?”**

Absolute Respondents	Base	Missing	
		No reply	Valid
Base	40	18	22
Yes	20	-	20
No	20	18	2

## Responses to “How are you kept informed?”

I have received a newsletter and the staff keep me informed of my son's progress on a daily basis along with activities he has done and meals he has eaten.
I am told things when we collect our child. Things are sent through the post as well.
On a daily basis by staff members. Day to day activities are listed. The curriculum of activities is displayed weekly as are the menus.
From staff, notices on doors, newsletters
Staff always mention things, notices on doors, newsletter.
The staff talk to me when I pick up the children after each day.
By letter or verbally
Newsletter, displays on walls, staff feedback
By letter and face to face communication.
Messages are passed either in a note, letter or by word of mouth. I tend to find things out one way or another.
Through letters and from the staff informing you of things.
On a daily basis by a staff member about his day to day activities. The curriculum displayed weekly and the food menus.
I like the newsletter. I like being able to approach Jo, Julie, Lindsey. I liked the Parents' Evening

## Any other comments?

I have been very impressed with the nursery in the short time we have been coming and my son is very settled and happy.
On a few occasions I have turned up to collect my son and I have been let into the nursery area by (?) cleaners and staff I do not know. No questions were asked about who i was or who I was collecting. I think access to the nursery is sometimes too easy. If I can get in who else can get in?
Very pleased with the provision and staff.
Fantastic nursery with excellent staff. Keep up the good work!
My child has had a real issue in her world adjusting to moving up a class. All the nursery nurses and staff have been patient, helpful and concerned in her issues. I have been regularly asked if there is anything I can suggest or would like the nursery to do to help her settle in. Together we decided on the chart ' Hattie's Happy Chart'. I was impressed and reassured how all the staff bought into the idea being supportive and going along with it in a united approach to help Hattie. Thankfully the chart worked and Hattie is happy again. Thank you for all your continued support in this area.
Rowan loves coming to the centre and has settled well after Aidan going to school. This is down to the support and encouragement he gets everyday. I know Rowan loves being here and loves the staff because he wanted them all to come on holiday with him!
Very pleased with provision and staff.
From a purely personal point of view I am interested in staff changes that take place so I know who is responsible for my child.
When you ring the bell to get into the nursery the girls in the office just sit there and when they do see you it takes sometimes 5 minutes to get in.

## **Conclusions**

- It would appear that all respondents are extremely happy with all aspects of the staff input into their child's care.
- All respondents were female.
- There was a discrepancy between the amounts of completed questionnaires dependant on which day of the week it was.
- Respondents were very happy with the lunches provided but were less happy with the breakfasts and teas.
- There were concerns about the security of the nursery.
- Parents appear to be kept well informed about what is happening in the nursery.

## **Recommendations**

- Staff should be praised for their good work and adequate support, training and leadership should be readily available to staff. To maintain this standard staff need to be listened to and involved in all aspects of the nursery day and all policies and procedures.
- The same questionnaire should be sent out to fathers to ascertain if they are aware of the provision made for their child within the nursery and whether they have differing views to those of the mothers. Father involvement should be encouraged in some way.
- With regard to the discrepancies in returned questionnaires staff commitment and parental involvement should be explored. Did it depend on which room or which staff were on duty?
- Quality and variety of breakfasts and teas should be discussed with the kitchen staff.
- If someone is unsure who a person is when entering the nursery they should accompany that person to find a member of nursery staff who can identify them.
- The code on the door keypad should be changed regularly and should only be divulged on a "need to know basis"

## **Comments from Nursery Staff**

We are extremely pleased with the response from parents about Quality Care. We are aware of the issues around security for the children and access to the whole centre.

All meals, breakfast, dinner and tea on the whole were very good and we are addressing a few amendments to the menus.

1. The key code to the nursery will be changed frequently and only staff that need access to the nursery will be informed.
2. A winter breakfast menu has now been addressed with a wider healthy choice.
3. We will try and ensure as much as possible that parents/carers are not left waiting for long periods to gain access to the nursery whilst explaining to parents the complexities of staff child ratios.