

Questionnaire Results September 2014

Questions and Responses

Number sent out 38 **Number returned** 19 (50%)

Excellent	Good	Average	Poor	None recorded
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How do you feel about the environment and atmosphere within the Nursery?	19	0	0	0	0
	100%	0%	0%	0%	0%

How do you find the level and quality of care that your child receives?	19	0	0	0	0
	100%	0%	0%	0%	0%

Do you find the staff friendly and courteous at all times?	19	0	0	0	0
	100%	0%	0%	0%	0%

How do you feel about the staff and their relationships with the children?	19	0	0	0	0
	100%	0%	0%	0%	0%

Has the nursery met your expectations?	19	0	0	0	0
	100%	0%	0%	0%	0%

How do you find the system for receiving and giving information for your child each day?	18	1	0	0	0
	95%	5%	0%	0%	0%

How do you feel about the nursery activities for the children including Jo Jingles and gardening?	18	1	0	0	0
	95%	5%	0%	0%	0%

What do you think about the food and menu options?	16	3	0	0	0
	84%	16%	0%	0%	0%

Questionnaire Comments

What do you think we do well?

Making the children feel cared for and providing a happy environment for them to play and learn

My child has a great bond with his key worker, seems extremely happy when we drop him off. We bring his lunch and he loves sitting at his throne to eat.

Fantastic facilities, great educational games and communication.

Parents evening

Communicate with parents very well, always feel we know everything variety of activities, always seems to be doing different things

The care for our daughter is wonderful. She seems really happy to go each morning and I love reading about what she has done each session

The nursery is always clean and tidy despite the difficulties in achieving this! Very calm environment compared with other nurseries. Staff seem to genuinely enjoy being with the children and never seem harassed. Good range of activities.

Friendly helpful staff with a can do attitude. Lovely environment, calming and relaxed.

Great communication, attentive staff. One to one care from staff.

The care that is shown to family as a whole is amazing, my little one is very happy I am so pleased we chose you.

Communication with parents about the day

Fantastic outdoor space, which is used all year round. Music is great indoors to build atmosphere. The nursery always smells pleasant. Staff always take time to talk about child's development.

We love the fact the children are outside at every chance, experiencing gardening, getting involved like that they can make their own food i.e. pizzas, sandwiches, desserts

Ensure the children are happy within the environment and have lots of fun play and learning at the same time.

I think that the nursery teaches not only EYFS but with gardening and all the other activities, I feel the nursery also teaches 'life skills' and that is far beyond anything seen elsewhere

Additional activities and open days

High quality of staff and setting

Healthy food – fantastic options. Good communication. Great range of activities for the children.

How do you think we can improve?

Communication between old and new staff members

Give us more Norden Arms vouchers! 😊

No ideas at present!

Perhaps other outside agencies coming in to offer activities similar to Jo Jingles.

Nothing

Move closer to Littleborough (ha, ha)

Maintenance is a concern, we felt uneasy that the gate latch took a while to repair, especially when main room door was also not closing. As leaving last week live fire panel left uncovered at entrance.

Maybe look at doing some Jolly Phonics in pre-school to prepare for primary school.

I have had my child in the nursery since it opened and I have seen already many improvements. They say there's always room for improvement but I'm struggling to see where this can be.

I would like my child to get some phonics input

Tell more people how great you are

Any other comments

We really appreciate all the help you have given us. My child has a brilliant team looking after him, which means we don't have to worry how he's doing. We couldn't ask for more!

Our child loves nursery, we as a family are very happy with nursery and how its improvements continue to grow over the past 12 months. Jo Jingles fantastic.

Really enjoyed the Norden Carnival day

We have been really pleased with the nursery. We have 100% trust in all the staff. Thank you x

Nothing – absolutely love it. Thanks for doing such a great job.

I just want to thank all the staff especially Lisa and Lauren for their hard work with my child, also the chef who has been great at adapting to his needs.

We're very happy with the nursery – our daughter seems very happy and has developed her confidence since coming.

I feel my child is safe and receiving good care.

Just a huge thanks to you all 😊

We would like to receive a monthly newsletter by email with information on events for the month and menus to help with food planning at home to avoid clashes.

By far the happiest my child has been in childcare. Excellent nursery.

Thank you for looking after my child so well.

I have noticed a massive change in the nursery since Nina started, days seem more structured and I think that she is a great asset to the nursery. All the staff are polite, warm and welcoming. It's almost an extension to our family. Also it shows how much Nina cares for the children, you can see this clearly and I just think she is fabulous with the kids. Just think the nursery is second to none!