

## Questionnaire Results November 2015

### Questions and Responses

**Number sent out** 66 **Number returned** 33 (50%)

| Excellent | Good | Average | Poor | None recorded |
|-----------|------|---------|------|---------------|
|-----------|------|---------|------|---------------|

|  |     |    |    |    |    |
|--|-----|----|----|----|----|
| How do you feel about the environment and atmosphere within the Nursery? | 32  | 1  | 0  | 0  | 0  |
|  | 97% | 3% | 0% | 0% | 0% |

|   |     |     |    |    |    |
|---|-----|-----|----|----|----|
| How do you find the level and quality of care that your child receives? | 28  | 5   | 0  | 0  | 0  |
|   | 85% | 15% | 0% | 0% | 0% |

|  |     |    |    |    |    |
|--|-----|----|----|----|----|
| Do you find the staff friendly and courteous at all times? | 32  | 1  | 0  | 0  | 0  |
|  | 97% | 3% | 0% | 0% | 0% |

|  |     |    |    |    |    |
|--|-----|----|----|----|----|
| How do you feel about the staff and their relationships with the children? | 31  | 2  | 0  | 0  | 0  |
|  | 94% | 6% | 0% | 0% | 0% |

|  |     |    |    |    |    |
|--|-----|----|----|----|----|
| Has the nursery met your expectations? | 30  | 3  | 0  | 0  | 0  |
|  | 91% | 9% | 0% | 0% | 0% |

|  |     |    |    |    |    |
|--|-----|----|----|----|----|
| How do you find the system for receiving and giving information for your child each day? | 30  | 3  | 0  | 0  | 0  |
|  | 91% | 9% | 0% | 0% | 0% |

|   |     |     |    |    |    |
|---|-----|-----|----|----|----|
| How do you feel about the nursery activities for the children including Jo Jingles and gardening? | 27  | 4   | 0  | 0  | 2  |
|   | 82% | 12% | 0% | 0% | 6% |

|  |     |     |    |    |    |
|--|-----|-----|----|----|----|
| What do you think about the food and menu options? | 26  | 6   | 0  | 0  | 1  |
|  | 79% | 18% | 0% | 0% | 3% |

## Questionnaire Comments

### What do you think we do well?

Staff try to do their best to meet my child's needs and mine which I really appreciate

Caring. Like the children. Very informative.

Knowledgeable staff, good communication

The team especially Leanne are really caring and attentive in the baby room, my child seems to have settled really well

Employ staff with desirable characteristics including, friendliness, caring and approachable. Really like all the extracurricular activities such as Jo Jingles, extra parties at weekends and fancy dress days. In our experience with other nurseries we believe this is far superior and are delighted we chose Ashworth View.

Good relationship with the children. Daily diary with pertinent information from the day. Very flexible/accommodating with emergency childcare requests.

Communicating with parents

My son is very happy at nursery and loves the staff

Friendly happy environment. My child seems very happy to go and constantly talks about friends at nursery.

Activities and the friendliness of all staff

Genuine care for her and her development. She loves going each day and it's lovely to see how happy she is when we pick her up. Great that nursery helps with what we are working with her on at home too.

Give the child 1:1 time. Fantastic facilities

Really friendly and approachable team. Encouraging children but not pushing. Love! The settling in process, it helped our son a lot. Encouraging children to play outside is great.

Relationships staff have with the children are great. Our little girl loves coming to Nursery and will often talk about the staff.

Take care of the children. Demonstrates a genuine love of them and willingness to help them develop, progress and enjoy their time at nursery.

Each member of staff has an excellent bond with the children and particularly makes my child feel special and knows him very well.

Cheese and wine!!! Individual development plans and knowledge (not just another child in a room)

Excellent relationships with the children. All staff are always very welcoming. The menu is excellent

Good food, fab outdoor area. Lovely friendly staff

The overall ethos and attitude to learning and development is fantastic

1:1 care of my son is amazing. Staff are friendly and my child is very settled and happy

Very well thought out learning journey

Outdoor activities, good food/menus. Good selection of play e.g. messy/wet

You make our child feel comfortable. It is a pleasure to attend. The nursery is in a beautiful location with a fantastic outdoor space. The variety of meals prepared and encouraging children's independence at mealtimes.

Settled well. Moving rooms and transition from another nursery

Communication with parents regarding the child's development and daily activities is excellent

Communication via child's diary works well

Keep bright interesting displays and rooms which are clean and smell fresh. Selecting staff is strong – you have excellent staff

There is good communication from staff who are all lovely and easy to talk to! The diaries are a great idea 😊

I love that you spend time outdoors. I love how friendly and lovely the staff are. My daughter loves Lina to bits!

I find the staff very professional at all times. Good communication with parents at the end of each session

Giving information at the end of the day

Treating the children as individuals and not like babies. Freedom of choice is also good and staff to child relationships are good

## How do you think we can improve?

Variation in meals?

No improvements necessary

Could soiled clothes have a quick rinse through to prevent staining?

At the moment in time we don't feel we can comment on improvement as we feel you all do an excellent job.

There isn't many improvements I need to suggest for my child is very happy

I don't know if there is, it's hard to tell with my son only attending a few days, price?

More activities in nursery time – our daughter misses activities as she doesn't attend full time

Everything is brilliant!

My only issue is that I often have other children's clothes or my child's clothes are not sent home, some of which haven't been returned.

Personally I would like more pieces of work (art/crafts) to be sent home

Nothing comes to mind

Very happy with everything at present so cannot really recommend

Better communication of administrative details, such as use of email rather than paper communication with parents. Also, would still like to receive monthly menus to email.

I am happy with everything you do 5\*

Provide aprons for meal times and messy play to protect clothing

## Any other comments

Thank you for looking after our baby as we do ourselves

Thank you for looking after my child so well.

Everything is excellent, we are very happy with the service and our son loves coming to nursery.

We are delighted at how our daughter has flourished under the staff particularly Leanne, her key worker, who dealt with her illness and brought hr feeding on.

Thank you for looking after my child 😊

Very pleased and my child is very happy which makes us happy.

Please can we start tooth brushing after meals – thanks

Fab 😊 We love Lois 😊

Keep up the good work

Thank you for everything you do, it fills us with confidence knowing how well and settled our daughter is in your care.

Excellent support with potty training and behaviour issues/strategies that have arisen recently.

There have been times that my son has been bitten and I would have liked a bit more info in relation to the incidents as the markings were bad.

Thank you we always feel at ease when we leave her and know she is in good hands

You're all doing a fantastic job, you should be so proud of what an amazing nursery you have.

Very happy daughter in nursery

We are delighted with the progress our child has made since attending Ashworth View Nursery, choosing a nursery/pre-school was a difficult decision and we couldn't have chosen a better environment for our son. The nursery is always clean and fresh smelling. Toys and creative supplies always seem to be regularly updated and all of the staff are outstanding.

Very happy with the nursery and staff

The staff is absolutely lovely and courteous and the child seems very happy and excited to be going there.

If my child doesn't eat anything please give him another snack rather than nothing at all.

Leanne, Lois and Hannah are all staff which I have dealt with one to one. They are very special.

Looking forward to putting my child in more days so he can enjoy all the activities that you do!

I am so please we chose Ashworth View as my child's nursery we love it and she is thriving with you. She gets so excited to come to nursery