



Bisley Pre-School Satisfaction Questionnaire 2016 Results
Response: 59% of parents/carers

1. How do you find the drop off procedures?

Excellent	Good	Satisfactory	Unsatisfactory	Poor	N/A
55%	35%	7%			3%

Comments: Well organised and encourages independence.

2. How do you find the collection procedures?

Excellent	Good	Satisfactory	Unsatisfactory	Poor	N/A
55%	28%	14%			3%

Comments: Hectic: move art table and lunch trolley? Sort artwork?

3. How convenient do you find our invoice/payment procedures?

Excellent	Good	Satisfactory	Unsatisfactory	Poor	N/A
69%	14%	10%			7%

Comments: BACs much easier, possibility of monthly payments?

4. How satisfied are you with the range and variety of activities that your children enjoy?

Excellent	Good	Satisfactory	Unsatisfactory	Poor
86%	14%			

Comments: Like the balance of free play v. structure, great themes and creative.

5. What does/do your child/children consider their favourite part of Pre-School? (Please discuss this with your child/children.)

Garden – 39%	Book corner – 7%	Teachers – 7%
Playing with friends – 29%	Dressing up - 7%	Sand – 3%
Arts and crafts – 25%	Lunch – 7%	
Playdoh – 18%	Puzzles – 7%	
Circle time – 11%	Special events – 7%	

6. How satisfied are you with the variety and quality of the fruit provided to your children?

Excellent	Good	Satisfactory	Unsatisfactory	Poor	Unable to comment
59%	31%				10%

Comments: Nil.

7. If applicable, how satisfied are you with the manner in which lunch is delivered?

Excellent	Good	Satisfactory	Unsatisfactory	Poor	Unable to comment
45%	21%				34%

Comments: The children like eating with the staff, and parents/carers like seeing how much their child has eaten.

8. How would you rate the relationships that the staff have with your children?

Excellent	Good	Satisfactory	Unsatisfactory	Poor
79%	21%			

Comments: Low staff turnover is good for children and parents, the staff know the children well and are supportive as issues arise, several comments that children are very happy with friendly and caring staff.

9. How satisfied are you with the feedback that you receive about your child's progress?

Excellent	Good	Satisfactory	Unsatisfactory	Poor
21%	59%	13%	7%	

Comments: The consultations are very detailed for some. Nothing replaced the weekly note? More feedback would be preferred in between the consultations, with maybe something written at the end of the year?

10. Do you already or are you intending to make use of our parent/carer rota system for attending a session with your child/children?

Yes	Uncertain	No
62%	21%	17%

Comments: Those that have done it commented on how wonderful it was for parents/carers and child, the main issue is those with younger siblings/working.

11. How confident do you feel about approaching staff about a problem? If you have needed to do this, has the problem been dealt with to your satisfaction?

Excellent	Good	Satisfactory	Unsatisfactory	Poor
63%	31%	3%	3%	

Comment: Some staff unapproachable at times.

12. What is your opinion of communication within the setting? Do you feel well informed about what is going on and what is planned for the future?

Excellent	Good	Satisfactory	Unsatisfactory	Poor
59%	31%	10%		

Comments: The general comments were that the communication home via letter/email is excellent.

13. How informative and user friendly do you find the Pre-School website?

Excellent	Good	Satisfactory	Unsatisfactory	Poor
42%	48%	10%		

Comments: Rarely used as other communications are excellent, dates could be more up-to-date.

14. Is there any other information you would find useful on the Pre-School website?

No responses.

15. We are always looking to improve the facilities that are available to the children whilst they are with us. If you have any other comments that would help us to improve our service please let us know in the box below:

A request for more time to take photos at the end of concerts.
 A fence between the main road and the path leading into the Village Hall.
 Continue to promote Facebook page.
 Excellent Pre-School with excellent facilities and garden, but constrained due to facilities of Village Hall.
 Children very happy.
 Thank you to staff.