

2018 Preschool Questionnaire Results

Dear Parents,

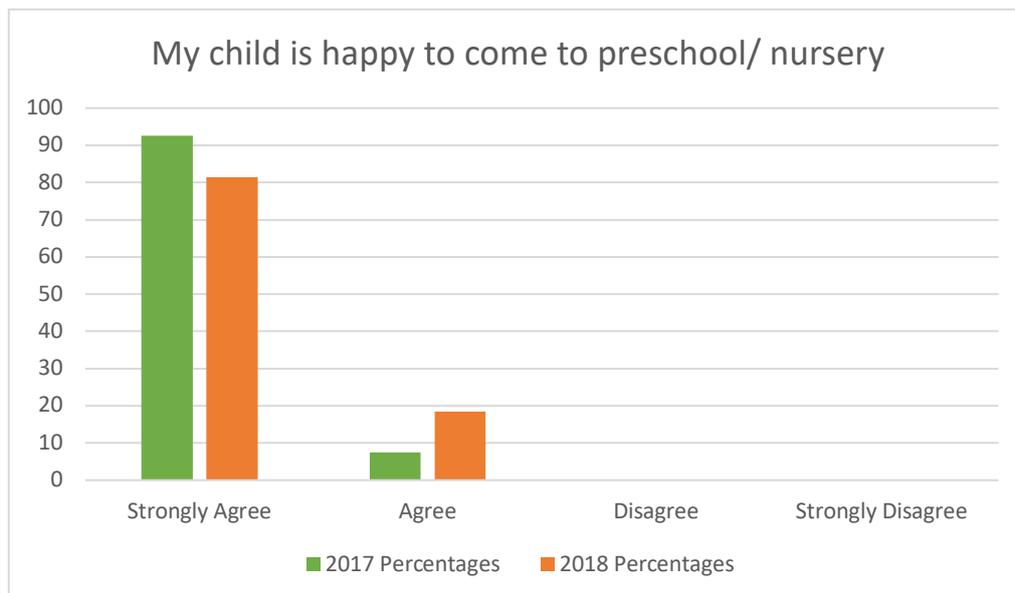
Before the end of the summer term we asked for feedback on the service that we provided over the last academic year. We would like to thank you for your response and allow you to have a look at the replies that we received. Parents comments are always greatly welcomed throughout the year and will be taken into consideration when planning and improving our Preschool.

**Total Number of Responses:** We received 27 out of a possible 42 surveys back (67%).

Care and Support

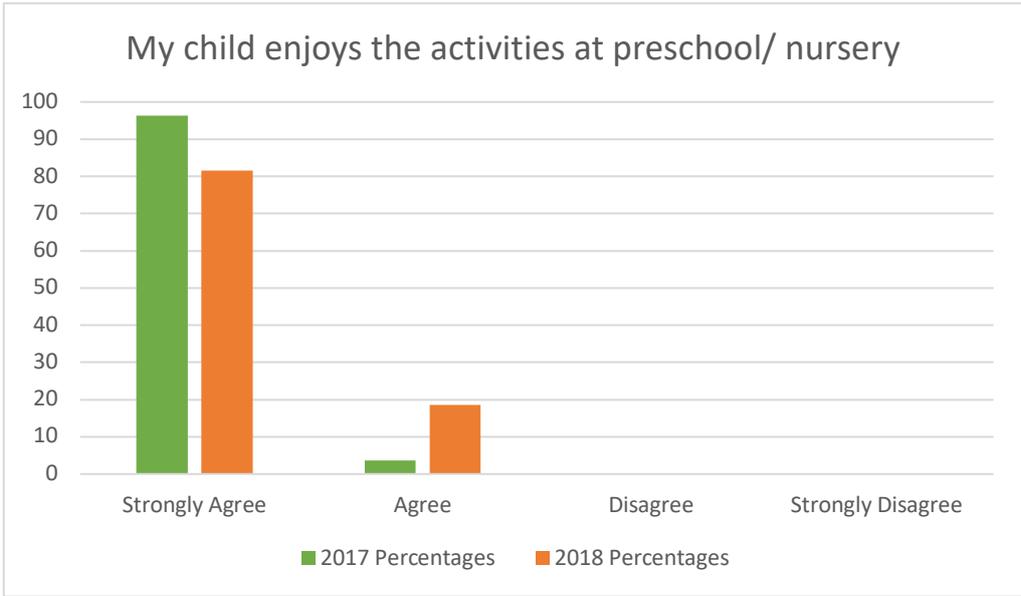
**1. My child is happy to come to preschool/ nursery.**

Strongly Agree	Agree	Disagree	Strongly Disagree
81%	19%	-	-



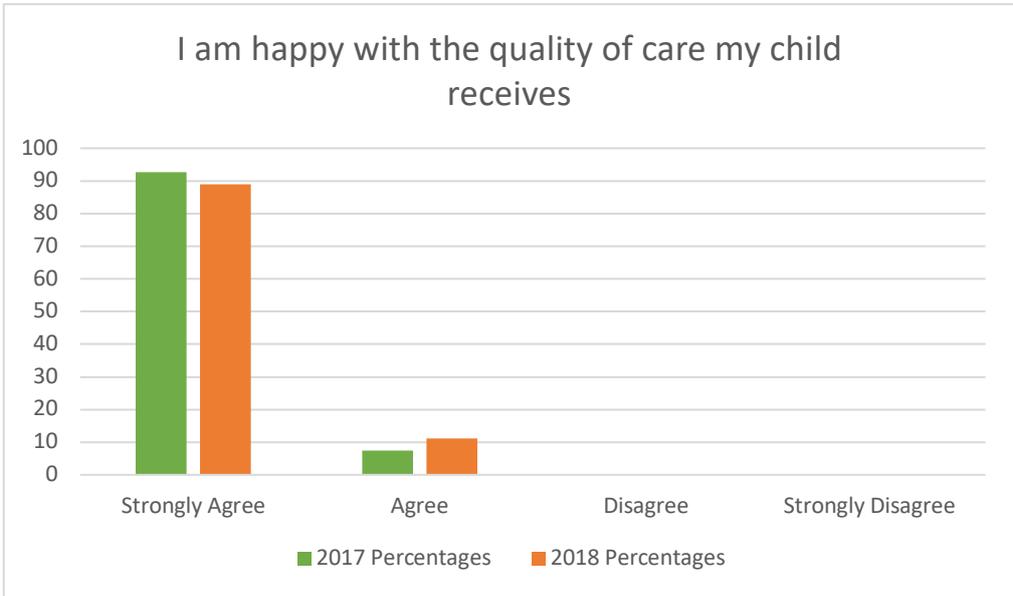
**2. My child enjoys the activities at preschool/ nursery.**

Strongly Agree	Agree	Disagree	Strongly Disagree
81%	19%	-	-



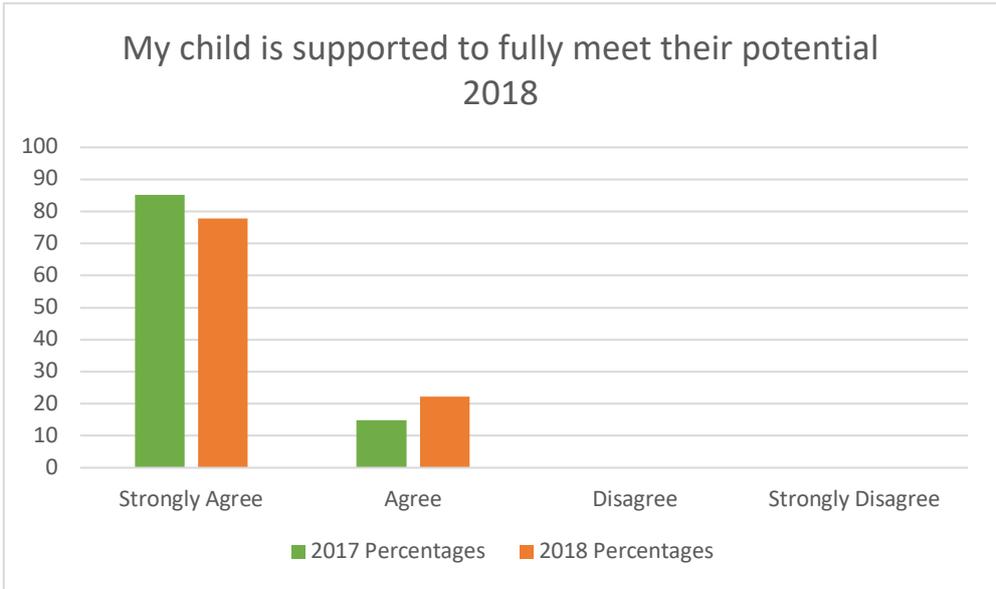
**3. I am happy with the quality of care that my child receives.**

Strongly Agree	Agree	Disagree	Strongly Disagree
89%	11%	-	-



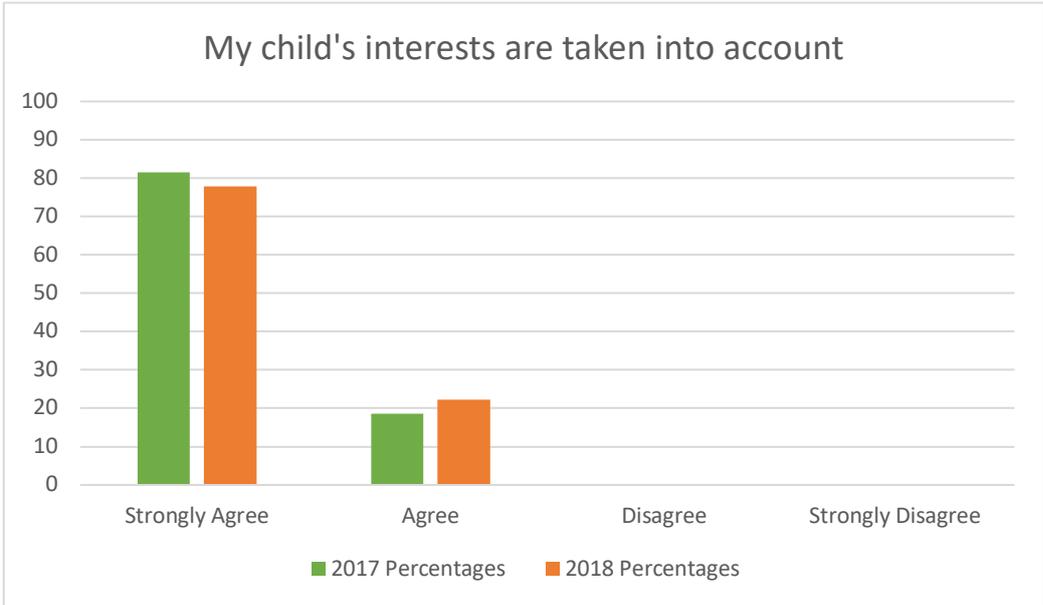
**4. My child is supported to fully meet their potential.**

Strongly Agree	Agree	Disagree	Strongly Disagree
78%	22%	-	-



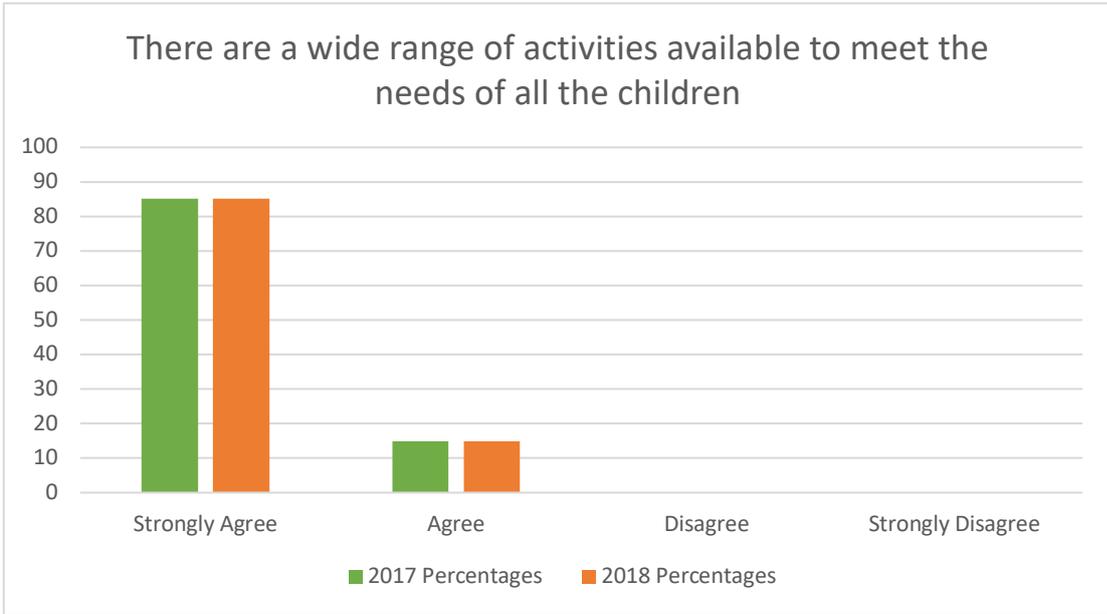
**5. My child's interests are taken into account.**

Strongly Agree	Agree	Disagree	Strongly Disagree
78%	22%	-	-



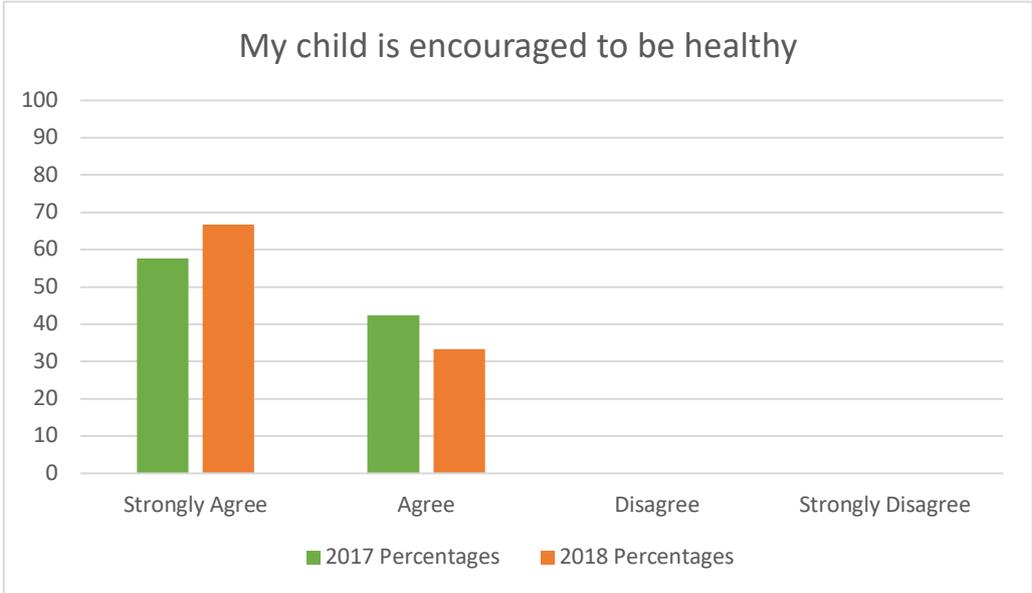
**6. There are a wide range of activities available to meet the needs of all the children.**

Strongly Agree	Agree	Disagree	Strongly Disagree
85%	15%	-	-



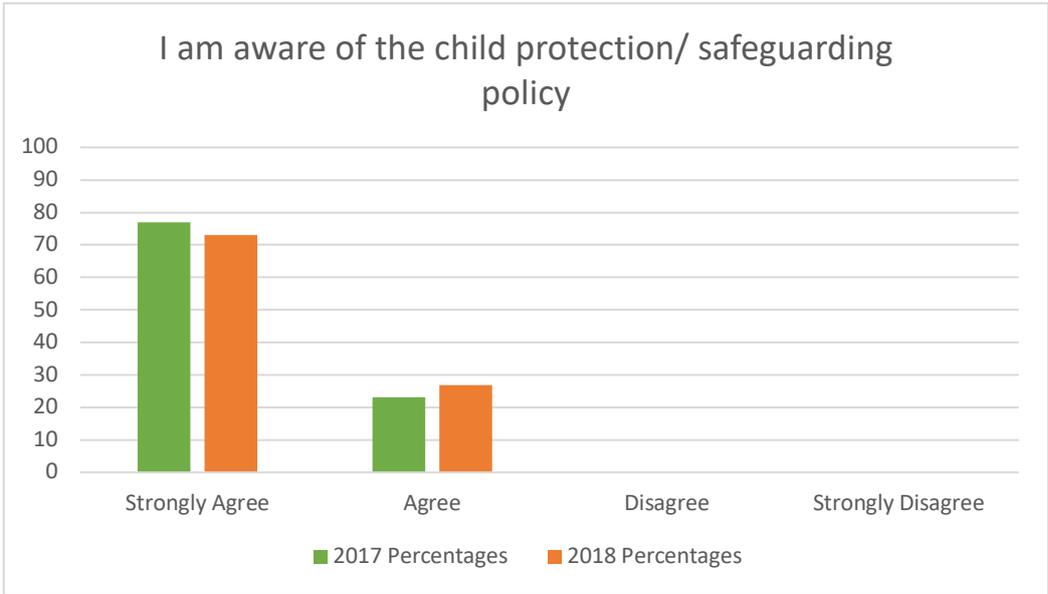
**7. My child is encouraged to be healthy.**

Strongly Agree	Agree	Disagree	Strongly Disagree
67%	33%	-	-



**8. I am aware of the child protection/ safeguarding policy.**

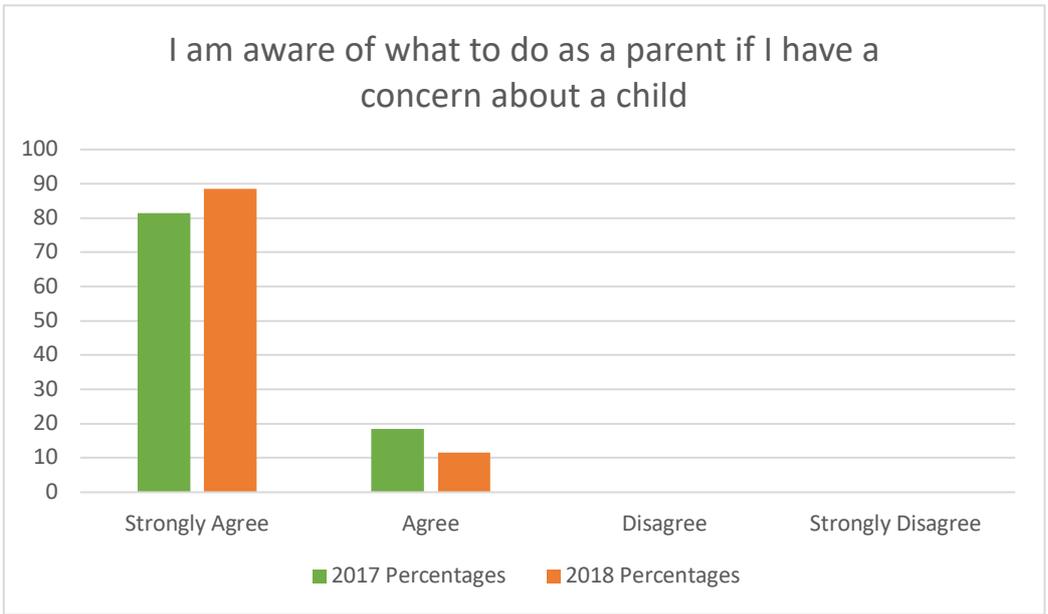
Strongly Agree	Agree	Disagree	Strongly Disagree
73%	27%	-	-



1 parent marked this as non-applicable.

**9. I am aware of what to do as a parent if I have a concern about a child.**

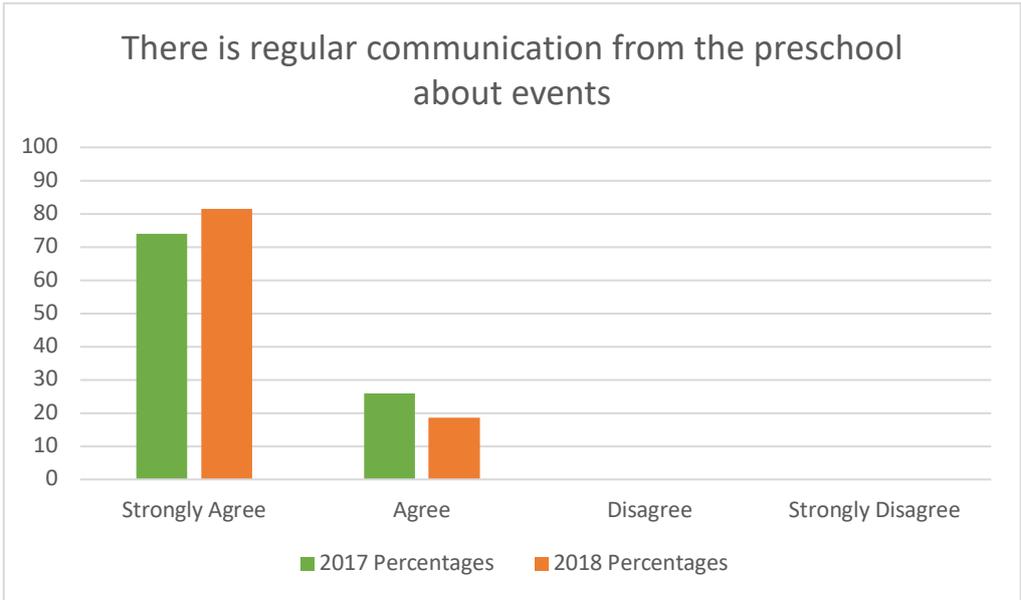
Strongly Agree	Agree	Disagree	Strongly Disagree
88%	12%	-	-



1 parent marked this as non-applicable.

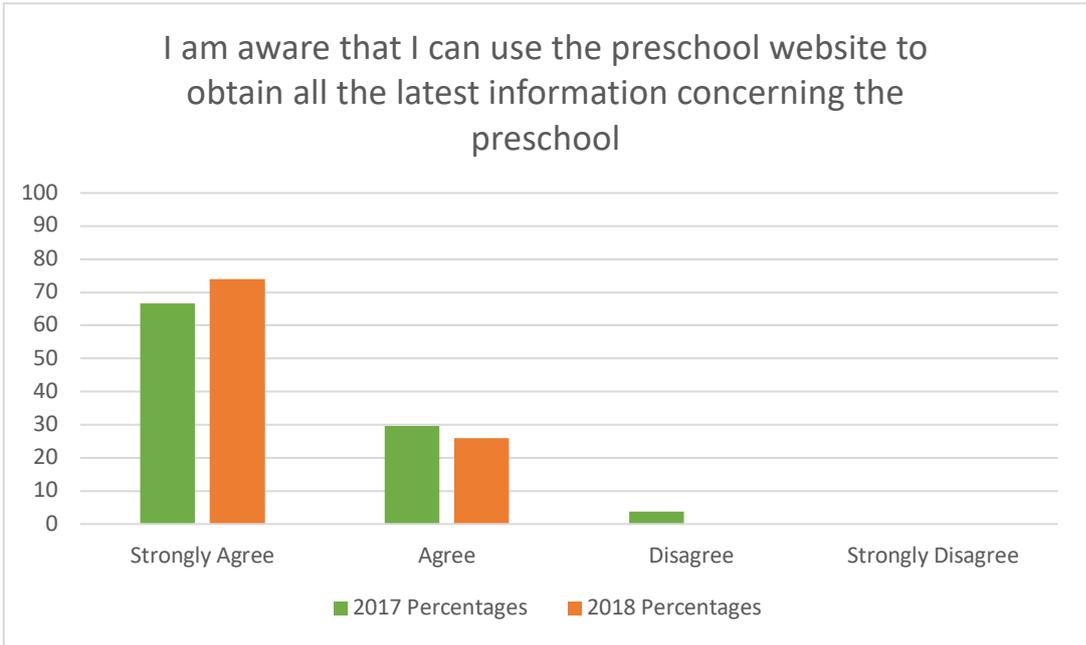
**10. There is regular communication from the preschool about events.**

Strongly Agree	Agree	Disagree	Strongly Disagree
81%	19%	-	-



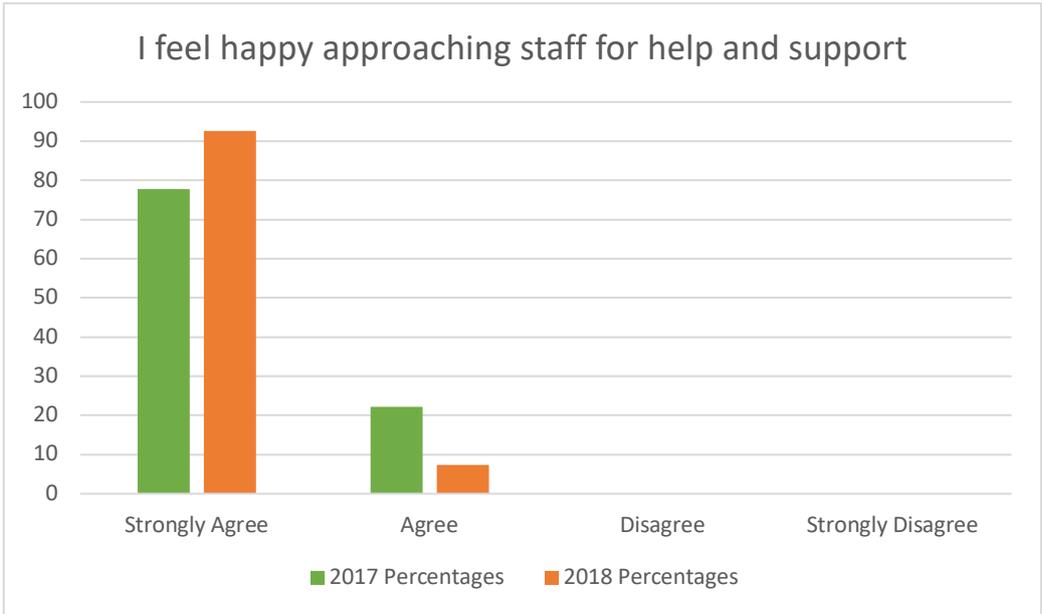
**11. I am aware that I can use the preschool website to obtain all the latest information concerning the preschool.**

Strongly Agree	Agree	Disagree	Strongly Disagree
74%	26%	-	-



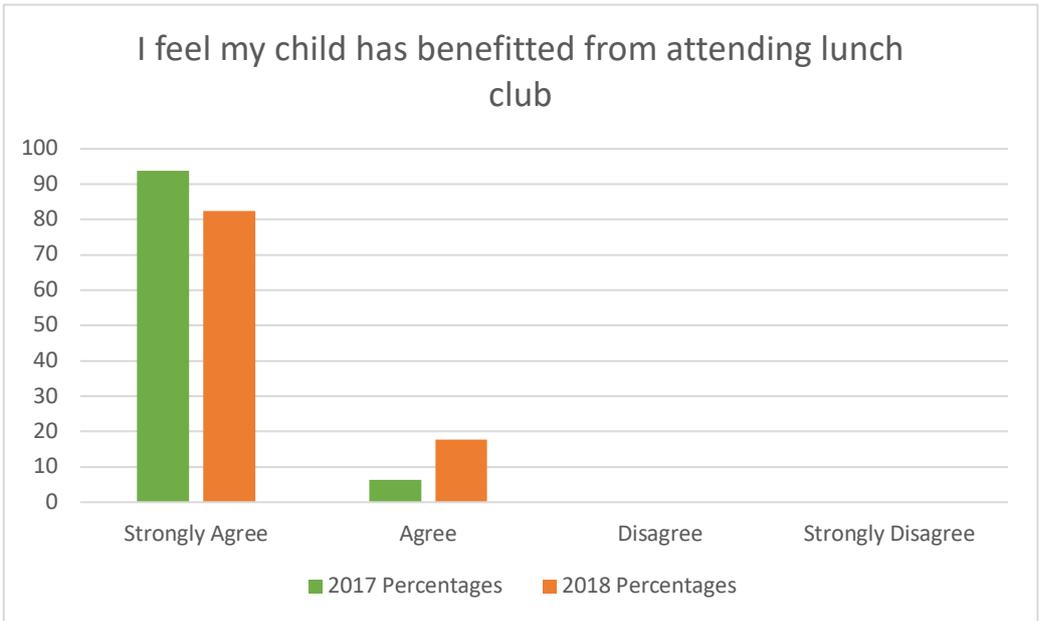
**12. I feel happy approaching staff for help and support.**

Strongly Agree	Agree	Disagree	Strongly Disagree
93%	7%	-	-



**13. I feel my child has benefitted from attending lunch club.**

Strongly Agree	Agree	Disagree	Strongly Disagree
82%	18%	-	-



10 parents marked this as non-applicable.

**Comments on care and support:**

*“We are extremely happy with the URC Preschool – they do sterling work, are always friendly, professional and polite, and above all, all the staff are wonderful with the children. My son can be very shy, and he has gained so much confidence and self – esteem since starting there.”*

*“I believe my child has grown in confidence and knowledge as a result of being in Red Group.”*

*“URC preschool has always shown, through its wonderful staff, tremendous care and attention towards my child. She is very secure and confident there as a result.”*

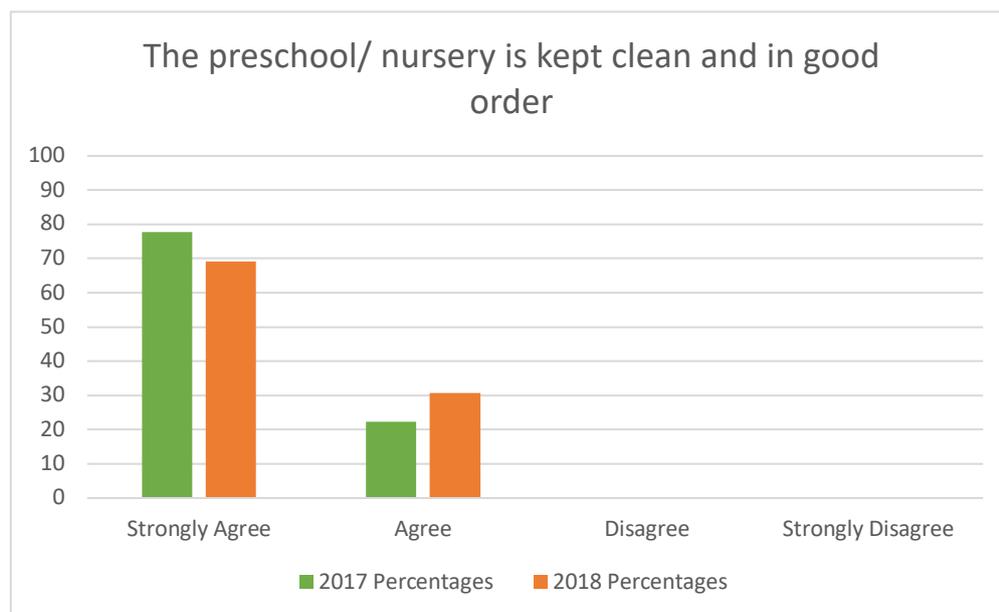
*“The support I have received regarding potty training have been incredibly valuable to me as I potty train my child. I have noticed my child has matured and has learned so much over the past few months. I am extremely happy with the care my child receives.”*

*“Some days the activities look so fun I’d love to stay and join in.”*

Quality of Environment

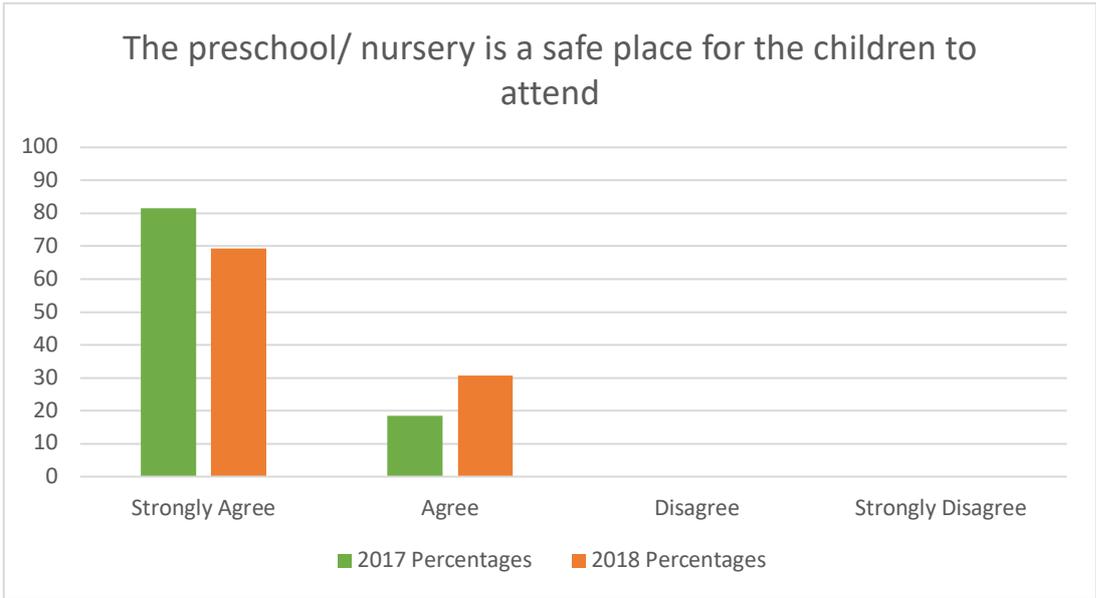
**1. The preschool/nursery is kept clean and in good order.**

Strongly Agree	Agree	Disagree	Strongly Disagree
69%	31%	-	-



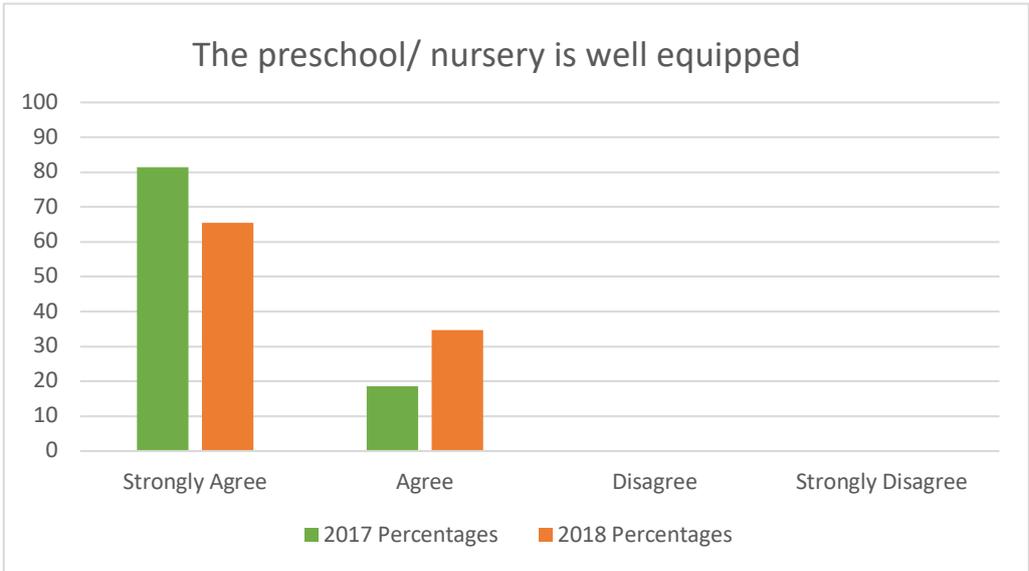
**2. The preschool/ nursery is a safe place for the children to attend.**

Strongly Agree	Agree	Disagree	Strongly Disagree
69%	31%	-	-



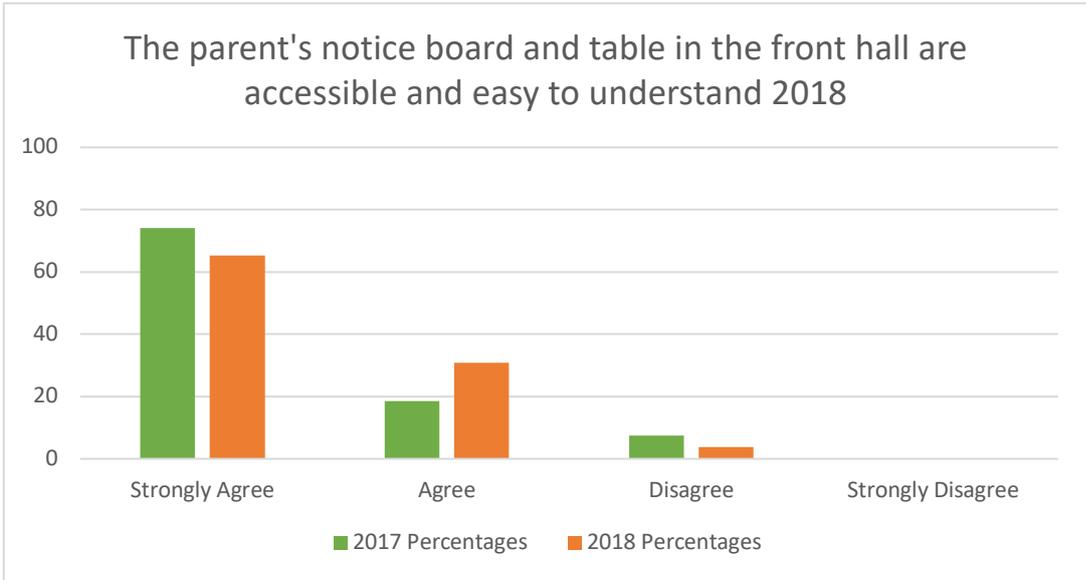
**3. The preschool/ nursery is well equipped.**

Strongly Agree	Agree	Disagree	Strongly Disagree
65%	35%	-	-



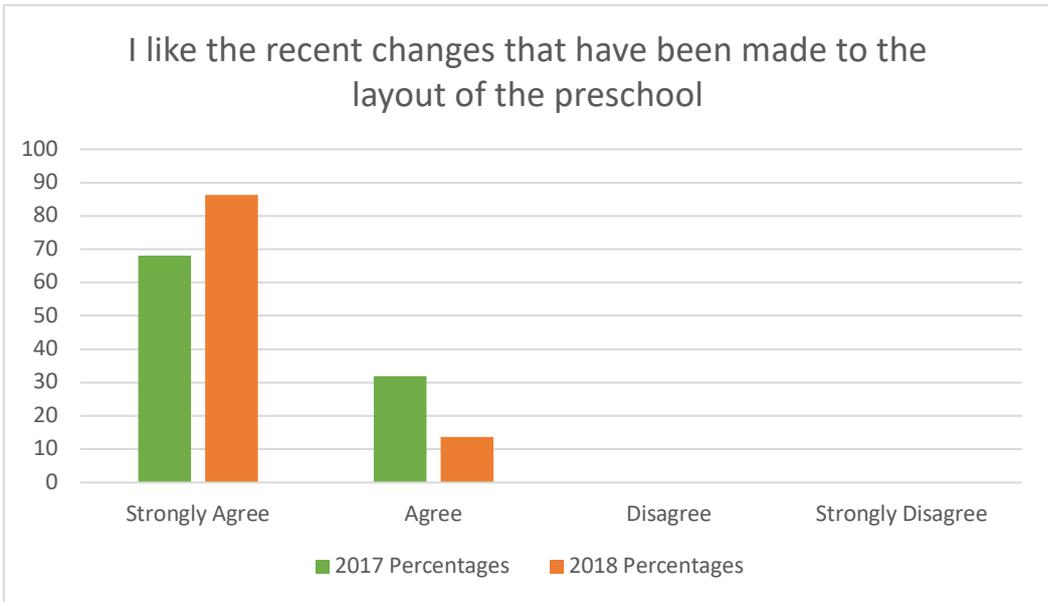
**4. The parent’s notice board and table in the front hall are accessible and easy to understand.**

Strongly Agree	Agree	Disagree	Strongly Disagree
65%	30%	4%	-



**5. I like the recent changes that have been made to the layout of the preschool.**

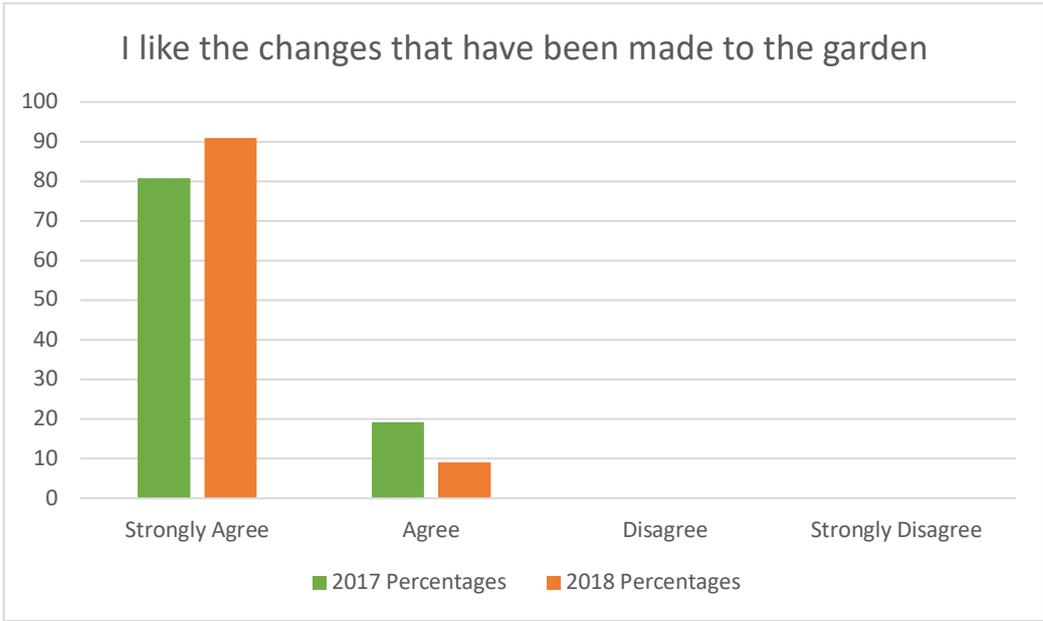
Strongly Agree	Agree	Disagree	Strongly Disagree
86%	14%	-	-



4 parents marked this as non-applicable.

**6. I like the changes that have been made to the garden.**

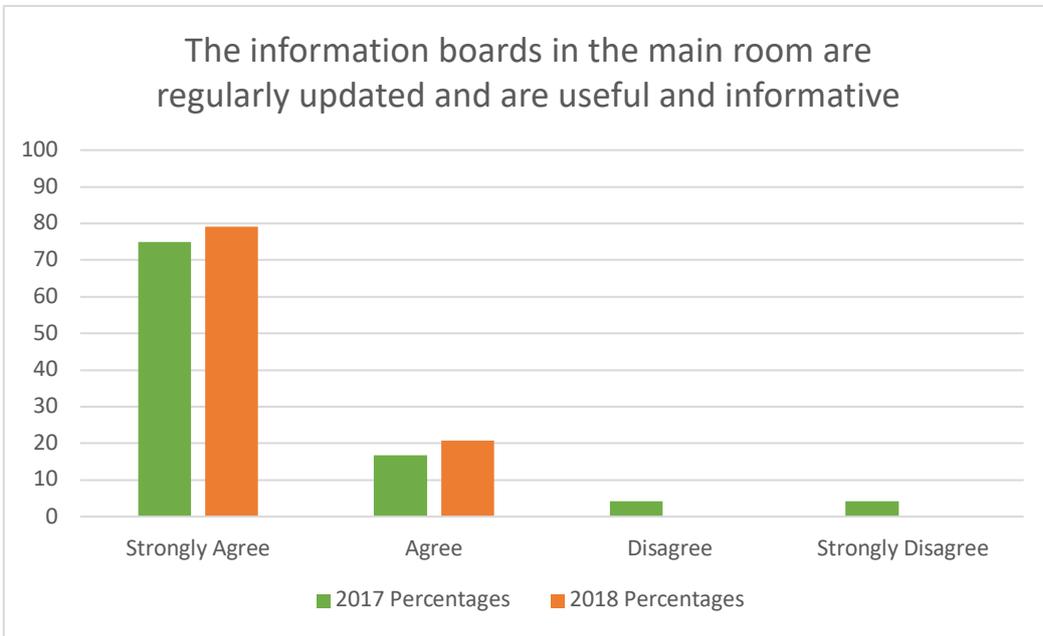
Strongly Agree	Agree	Disagree	Strongly Disagree
91%	9%	-	-



4 parents marked this as non-applicable.

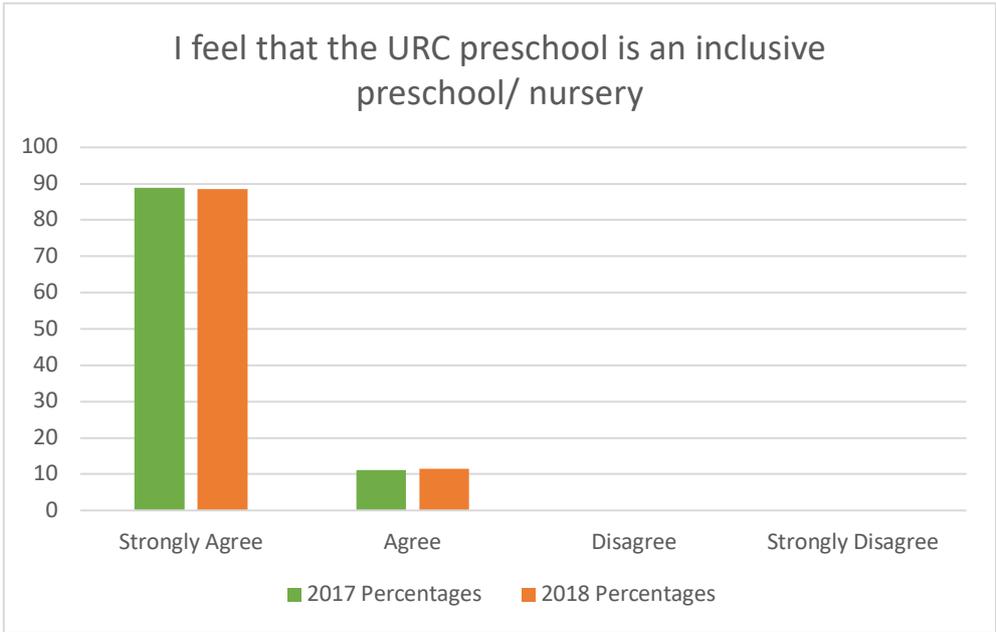
**7. The information boards in the main room are regularly updated and are useful and informative.**

Strongly Agree	Agree	Disagree	Strongly Disagree
79%	21%	-	-



**8. I feel that the URC preschool is an inclusive preschool/ nursery.**

Strongly Agree	Agree	Disagree	Strongly Disagree
88%	22%	-	-



**Comments on the quality of environment:**

*“The staff and PTA at URC Preschool are always striving to improve the environment and equipment for the children. I am always impressed at the wide variety of areas that are arranged each week for the children – it is always inviting, exciting and stimulating.”*

*“Love the ‘role play’ area.”*

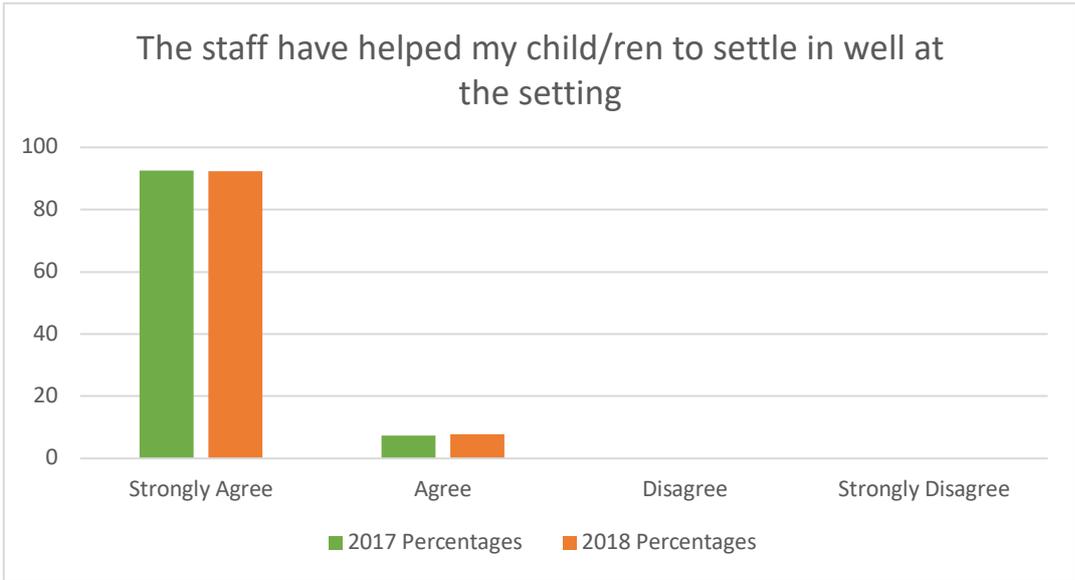
*“I am very happy with the facilities and set up of the school.”*

*“Space limitations around the parents table and noticeboard may reduce the time parents take to look at them.”*

Quality of Staffing

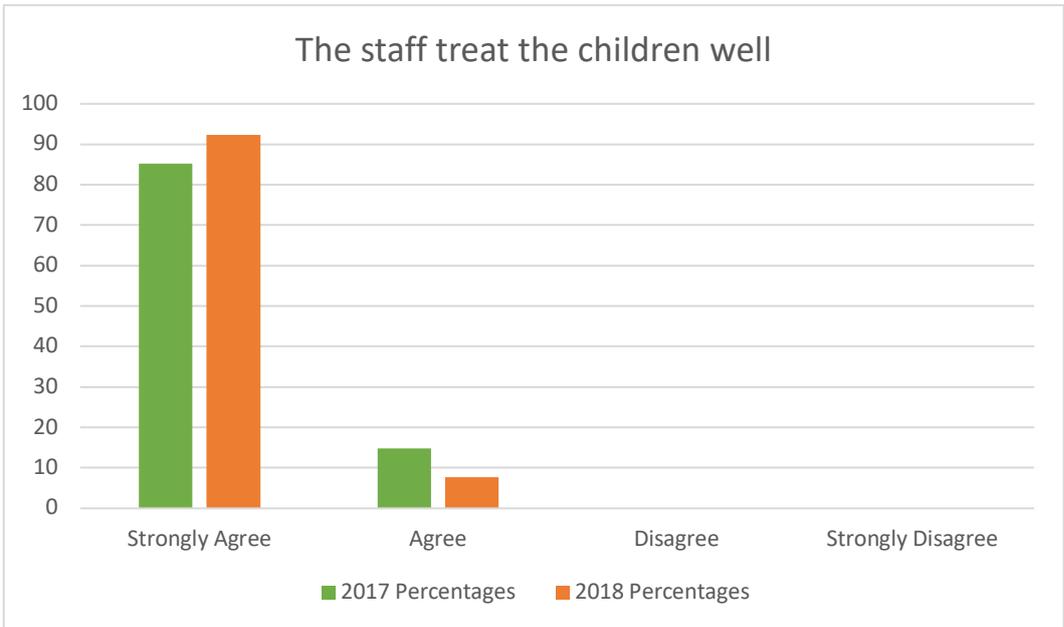
**1. The staff have helped my child/ren to settle in well at the preschool.**

Strongly Agree	Agree	Disagree	Strongly Disagree
92%	8%	-	-



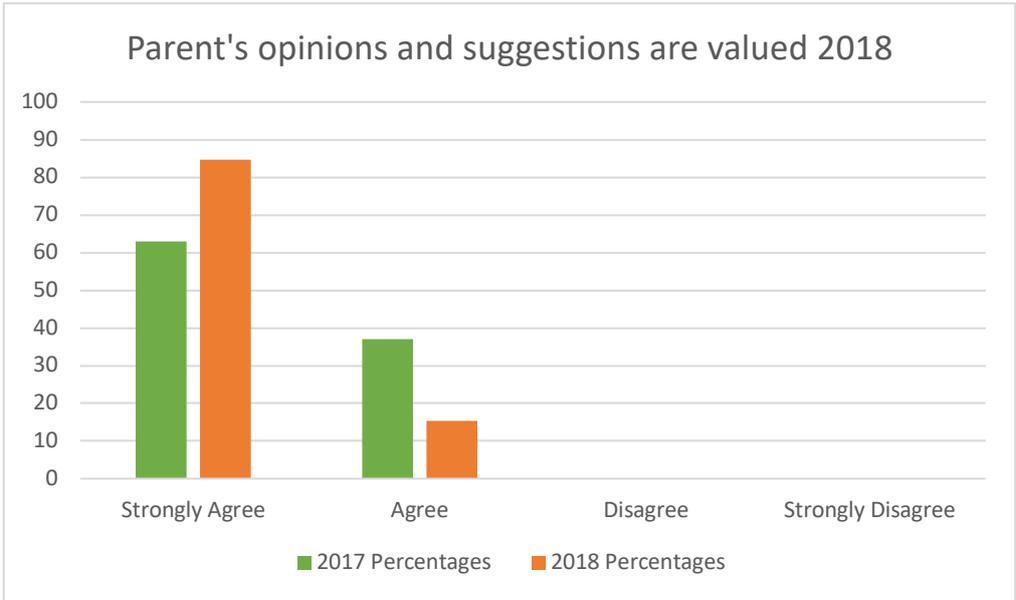
**2. The staff treat the children well.**

Strongly Agree	Agree	Disagree	Strongly Disagree
92%	8%	-	-



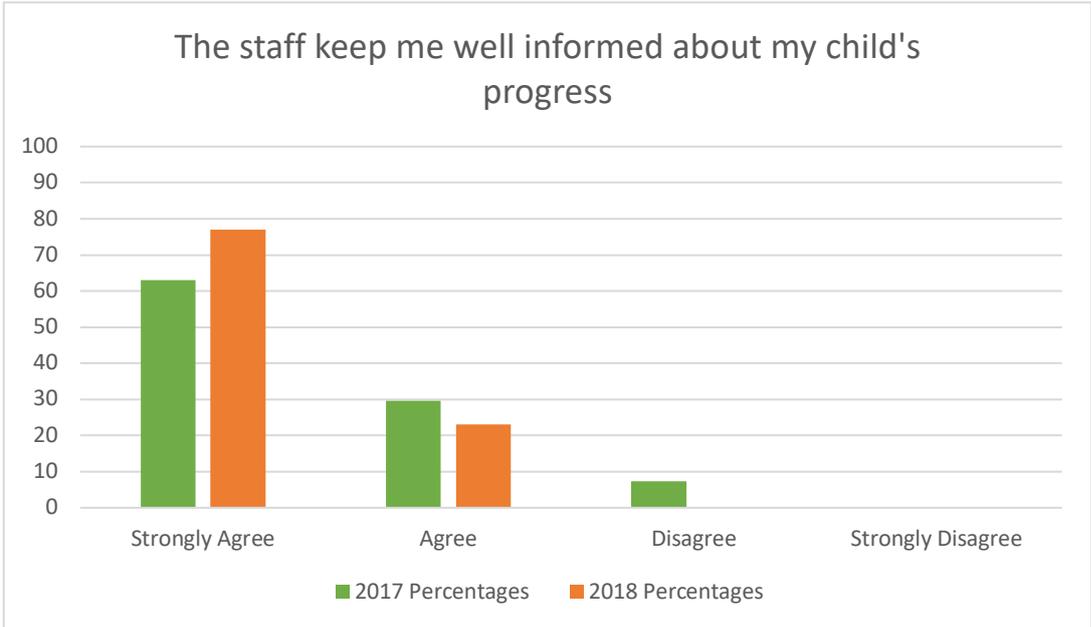
**3. Parents opinions and suggestions are valued.**

Strongly Agree	Agree	Disagree	Strongly Disagree
85%	15%	-	-



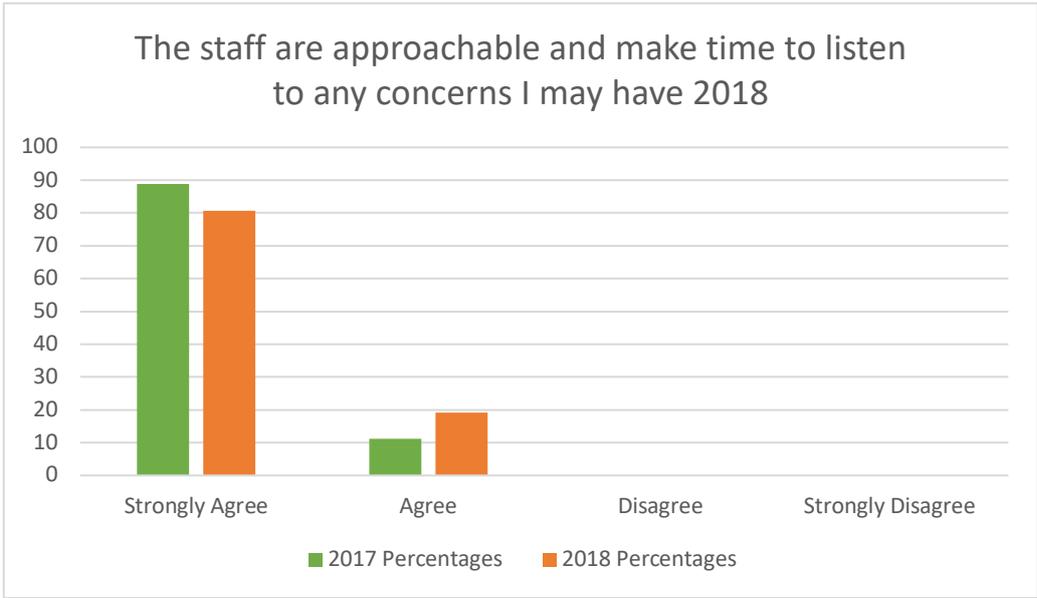
**4. The staff keep me well informed about my child’s progress.**

Strongly Agree	Agree	Disagree	Strongly Disagree
77%	23%	-	-



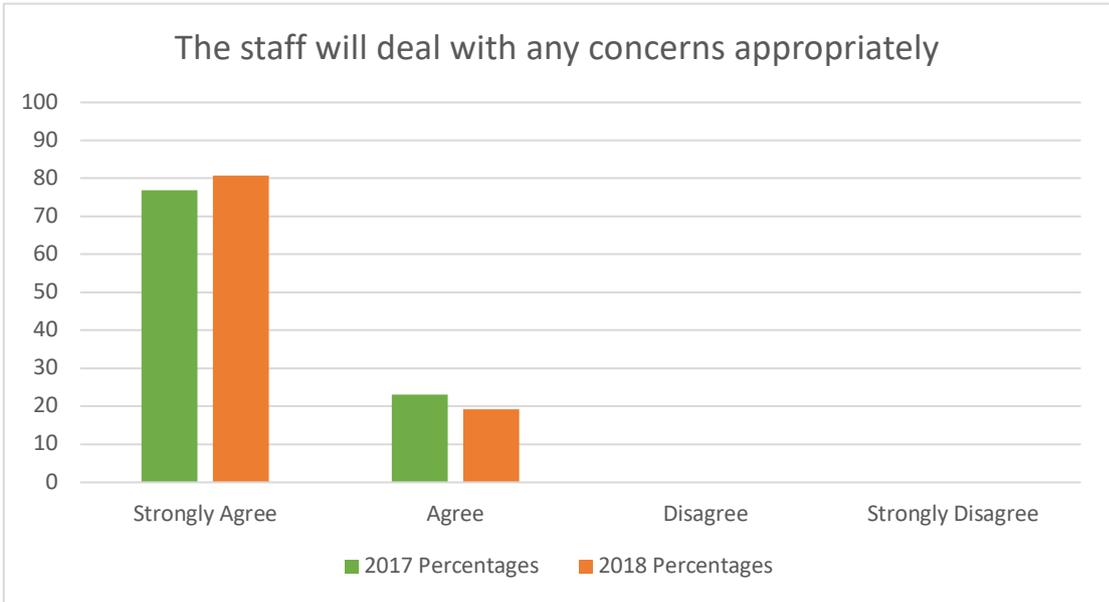
**5. The staff are approachable and make time to listen to any concerns I may have.**

Strongly Agree	Agree	Disagree	Strongly Disagree
81%	19%	-	-



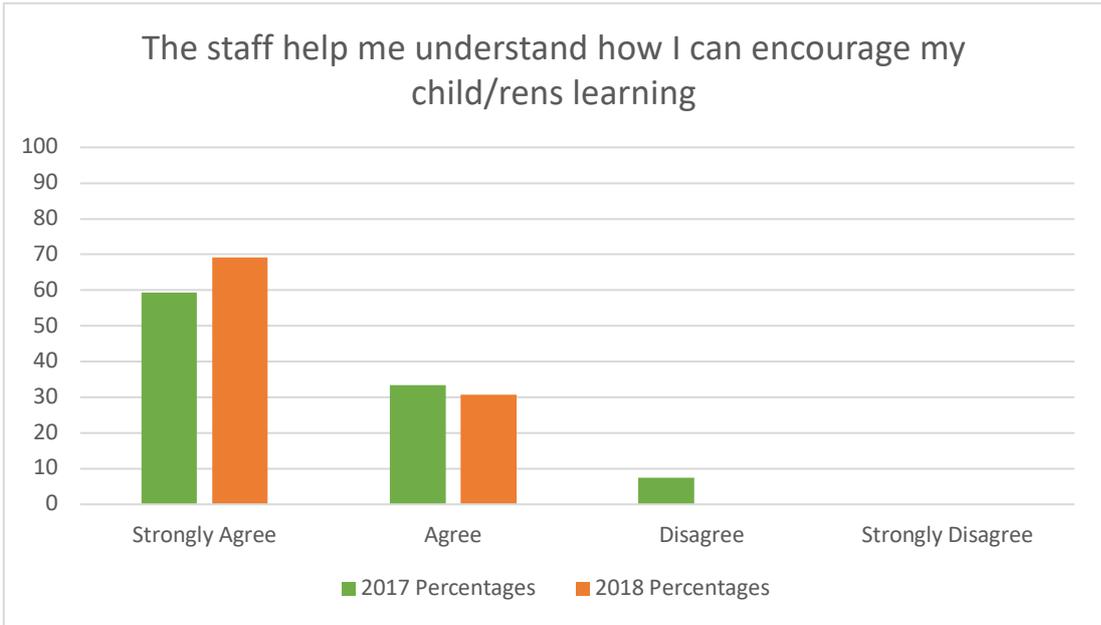
**6. The staff will deal with any concerns appropriately.**

Strongly Agree	Agree	Disagree	Strongly Disagree
81%	19%	-	-



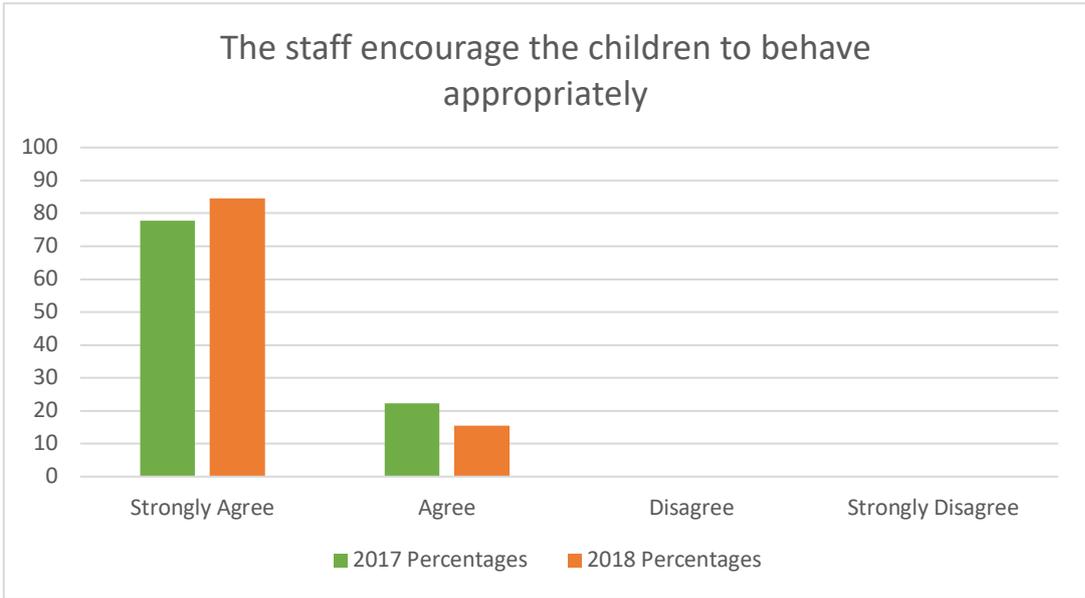
**7. The staff help me understand how I can encourage my child/rens learning.**

Strongly Agree	Agree	Disagree	Strongly Disagree
69%	31%	-	-



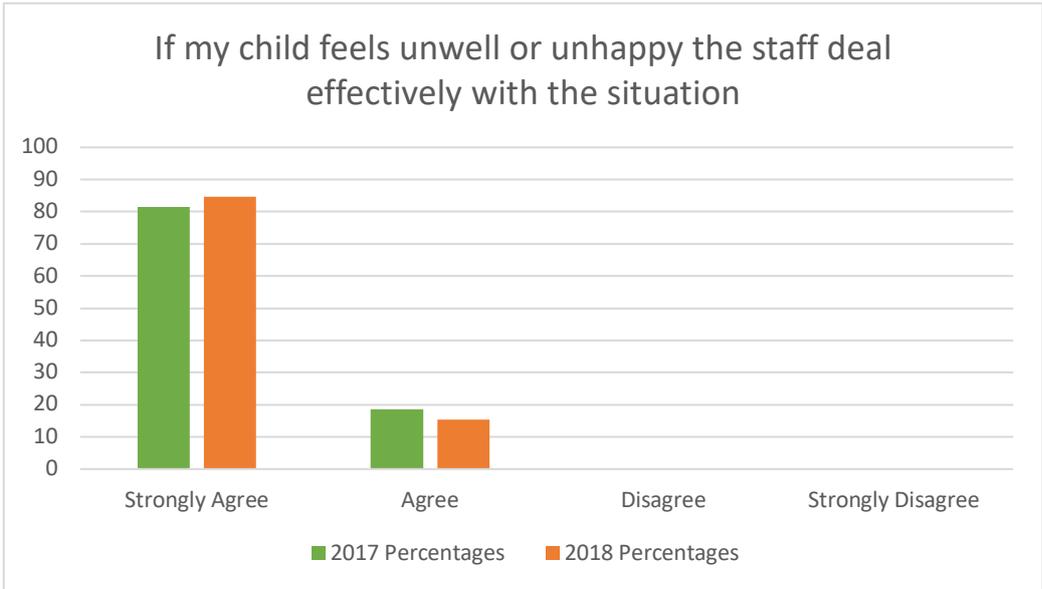
**8. The staff encourage the children to behave appropriately.**

Strongly Agree	Agree	Disagree	Strongly Disagree
85%	15%	-	-



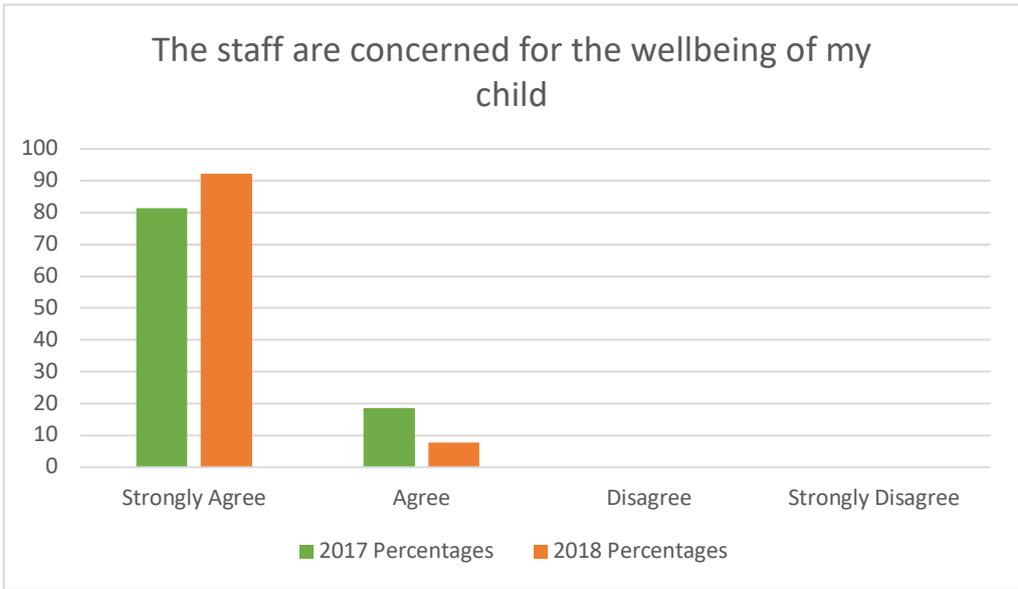
**9. If my child feels unwell or unhappy the staff deal effectively with the situation.**

Strongly Agree	Agree	Disagree	Strongly Disagree
85%	15%	-	-



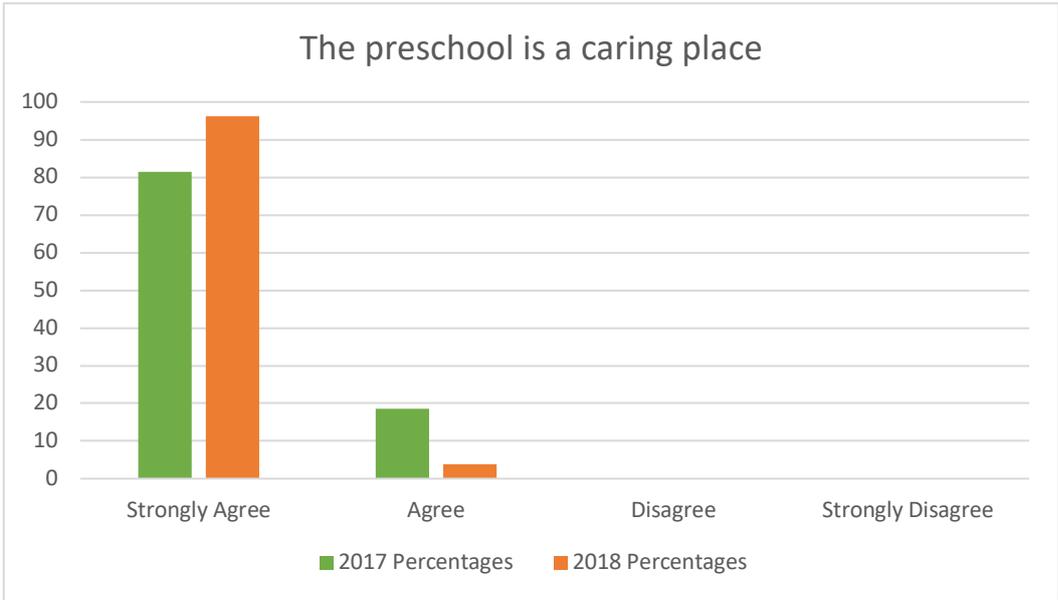
**10. The staff are concerned for the wellbeing of my child.**

Strongly Agree	Agree	Disagree	Strongly Disagree
92%	8%	-	-



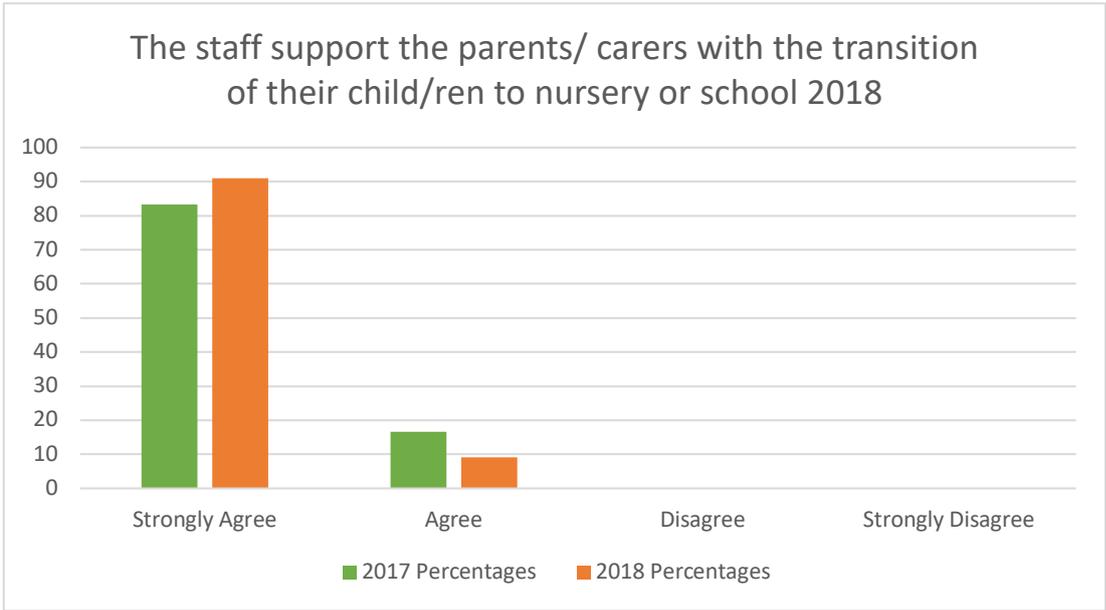
**11. The preschool is a caring place.**

Strongly Agree	Agree	Disagree	Strongly Disagree
96%	4%	-	-



**12. The staff support the parents with the transition of their child/ren to nursery school or school.**

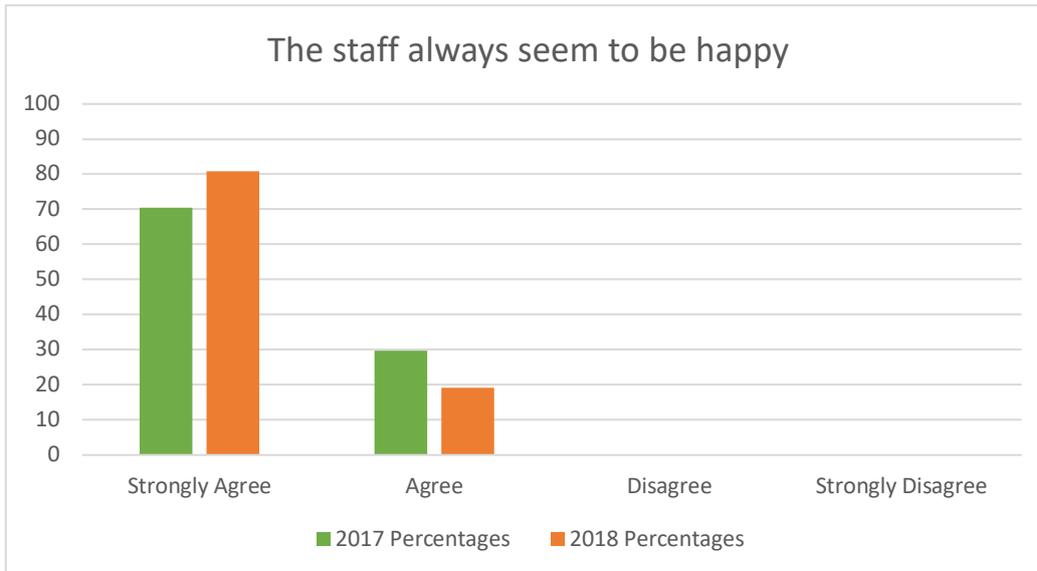
Strongly Agree	Agree	Disagree	Strongly Disagree
91%	9%	-	-



4 parents marked this as non-applicable.

**13. The staff are always happy.**

Strongly Agree	Agree	Disagree	Strongly Disagree
81%	19%	-	-



**Comments on the quality of staffing:**

*“My son took some time to settle in at preschool as his first term was somewhat disjointed due to family commitments. Throughout, my son’s keyworker, the other teachers and the manager all made my son, and me, feel happy and comfortable, he now loves it there!”*

*“There is a lovely happy atmosphere amongst staff and children.”*

*“I love the staff (teachers) at URC! I am very thankful for such caring and loving staff, I appreciate the attention and care my child receives each day.”*

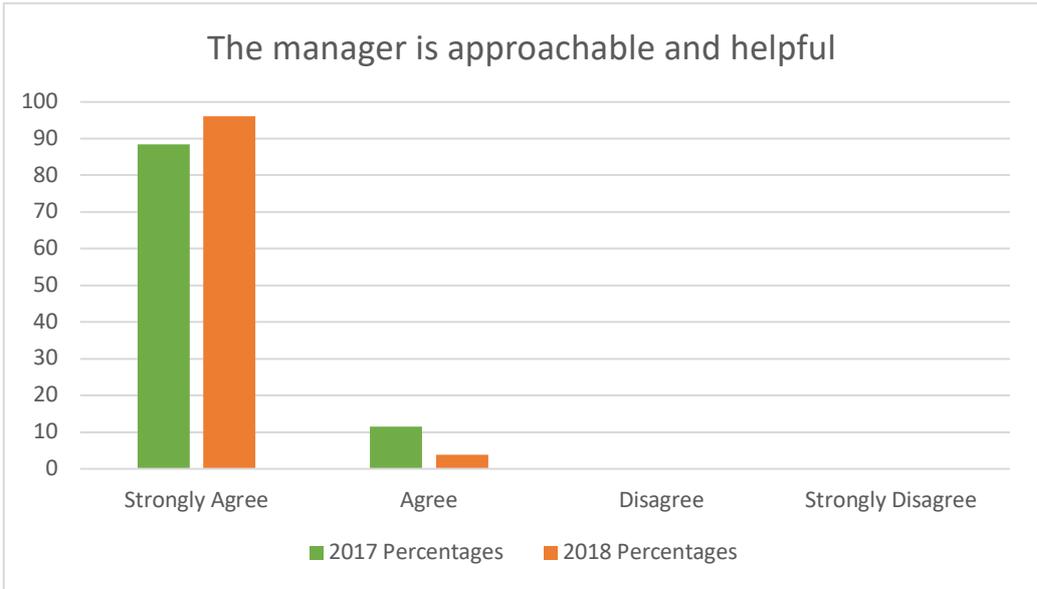
*“Lovely time, balanced dynamics and lovely mothering figures.”*

*“The staff have been exceptional – well done.”*

Quality of Leadership and Management

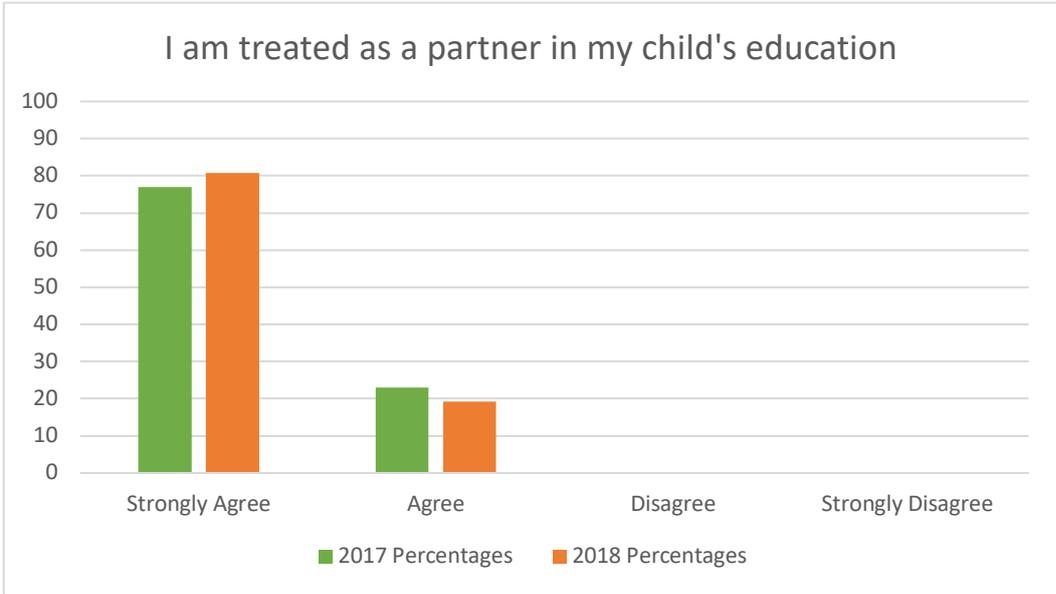
**1. The manager is approachable and helpful.**

Strongly Agree	Agree	Disagree	Strongly Disagree
96%	4%	-	-



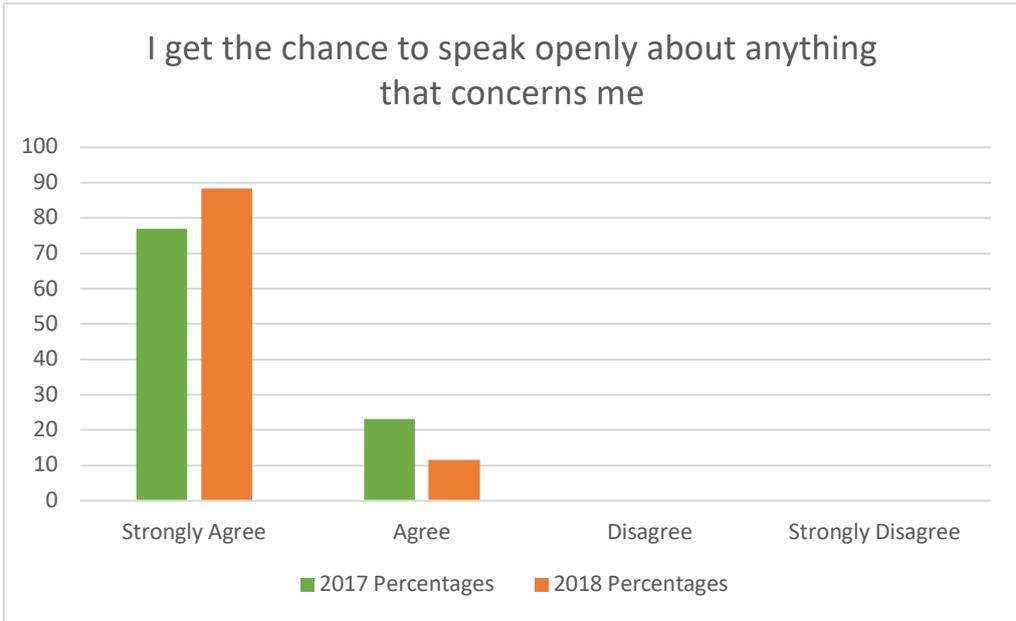
**2. I am treated as a partner in my child’s education.**

Strongly Agree	Agree	Disagree	Strongly Disagree
81%	19%	-	-



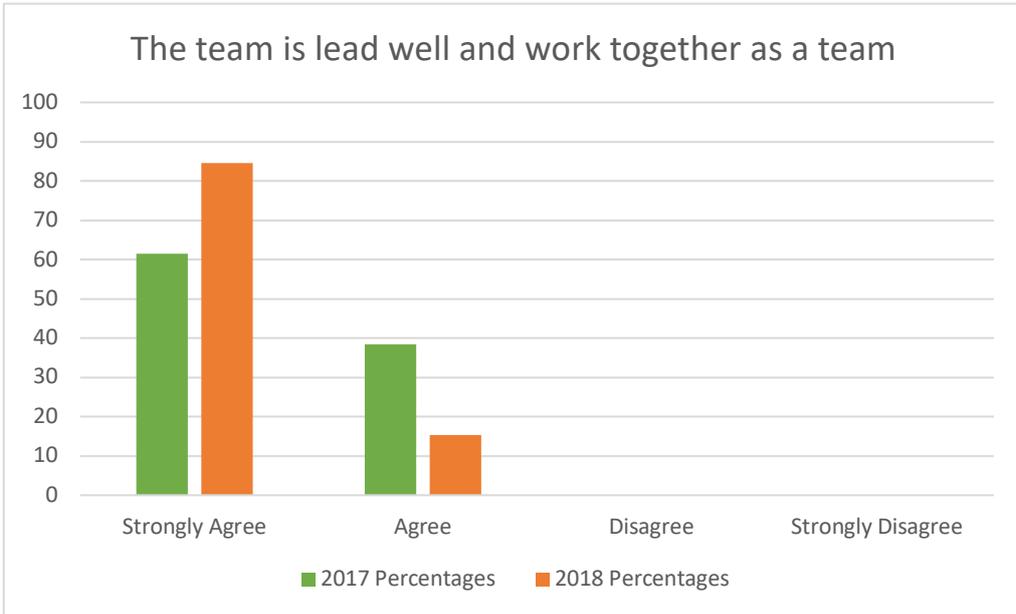
**3. I get the chance to speak openly about anything that concerns me.**

Strongly Agree	Agree	Disagree	Strongly Disagree
88%	12%	-	-



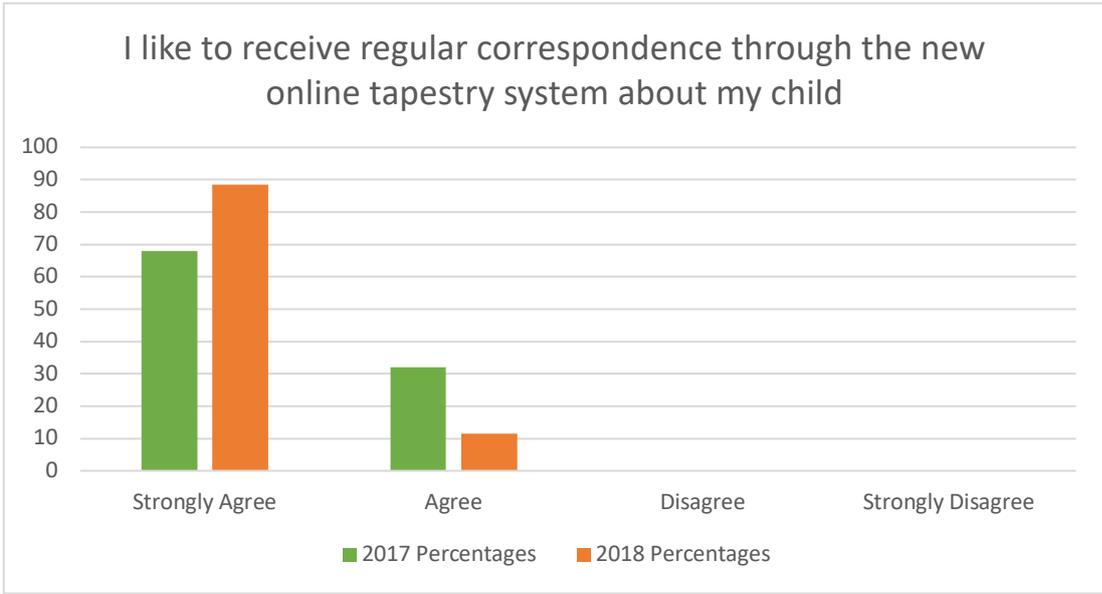
**4. The team is lead well and work together as a team.**

Strongly Agree	Agree	Disagree	Strongly Disagree
85%	15%	-	-



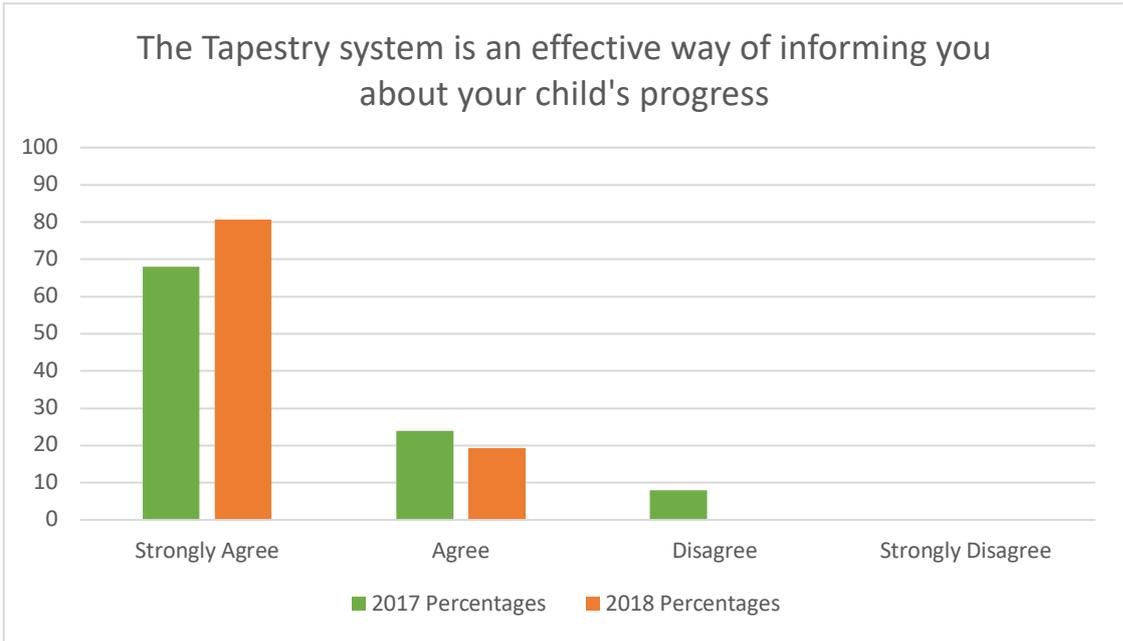
**5. I like to receive regular correspondence through the new online Tapestry system about my child.**

Strongly Agree	Agree	Disagree	Strongly Disagree
88%	12%	-	-



**6. The tapestry system is an effective way of informing you about your child’s progress.**

Strongly Agree	Agree	Disagree	Strongly Disagree
81%	19%	-	-



**Comments on the quality of leadership and management:**

*“Mrs. Robinson is excellent – always approachable, kind and friendly.”*

*“I find Tapestry an excellent tool – I and my husband, find the updates lovely as well as informative and we strive to give feedback through it too.”*

*“Tapestry is an easy and effective tool. Staff are always available and happy to discuss any issue.”*

*“Mrs. Robinson has been extremely helpful on a number of occasions with regards to changing days for my child. She’s always managed to ‘save the day’ and I’m very grateful.”*

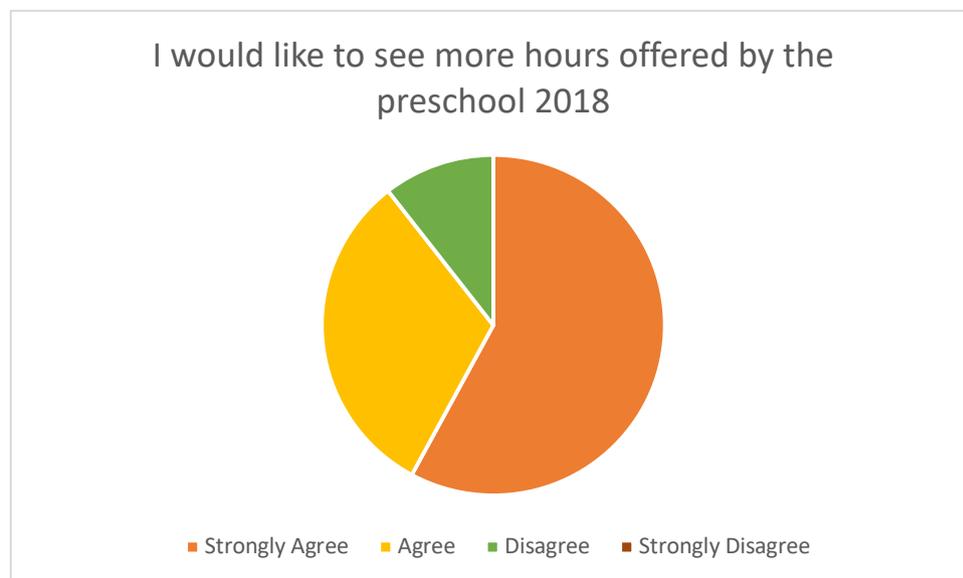
*“I really like Tapestry and would like it used more.”*

*“Tapestry is fab. Its lovely to see what my child is up to – like a fly on the wall view.”*

### Future Improvements

#### **1. I would like to see more hours offered by the preschool.**

Strongly Agree	Agree	Disagree	Strongly Disagree
58%	32%	10%	-



7 parents marked this as non-applicable.

#### **Comments on future improvements:**

*“Whilst I appreciate the difficulty, I would like to be able to send my son on one or two afternoons per week, as well as mornings (In particular Thursday afternoons).”*

*“Ideally more hours but not essential (although I acknowledge this is because I don’t work full time). Lunch club is helpful.”*

*“Wednesday lunch club would be a great addition. Not having it might put people off attending on a Wednesday. Friday morning rather than Friday afternoon would also be good.”*

*"9am – 3pm? Even if it is just a few days a week."*

*"Lunch club on Wednesday, morning session on Friday."*

*"Happy with current hours."*

*"It would be great if the preschool could offer more hours on some days of the week. And/ or a Wednesday lunch club."*

*"Wednesday lunch club, Friday morning would be amazing."*

### General Comments

*"Child has loved her time at Nursery, she has learnt a lot in red group and enjoys all the activities provided. She will miss coming here in September but will be well prepared for her new big girl school."*

*"Both my children have thrived at URC Preschool. They love coming every day and have thoroughly enjoyed their time here."*

*"My Son very much enjoys his time at URC Preschool and it is a joy to pick him up at the end of a session and see him so happy, comfortable and enthused. He has and does learn so much and he revels in the attention & care he receives. All the staff are kind and caring and he feels happy with all teachers, not just his key person. Indeed, we decided to keep our son at URC Preschool for an extra year, to stay for nursery – we had originally planned to apply for the nursery attached to the school we hope he will attend for primary education, but given he is so settled at URC Preschool and enjoys being there so much, we decided to keep him there for the nursery year. We are happy that he is so happy there. Thank you to all the staff, especially Mrs. Robinson, Mrs. Bowden, Mrs. Grainger and Mrs. Bate with whom our son has had a particular affinity."*

*"Cannot fault the caring supportive approach taken by URC towards my daughter in all areas. We are very lucky she got a place and will be sad for her to move on! In particular the SEN support has been outstanding."*

*"It would be great to see it advertised more around Harpenden."*

*"I am a qualified Nursery teacher in Australia and I think the URC preschool is run very well, it is inviting and a safe, secure environment. I feel happy and confident in leaving my child at Nursery and can see how caring the staff are."*

*"Extremely happy and satisfied with URC. The staff are amazing and the support and care they have given Harrison is fantastic."*

Kind Regards,

Lorraine Robinson.