



# 2014 Parent Questionnaire Results!

## Crossways site

We sent an anonymous questionnaire to all our parents, and here's a snapshot of what they had to say...

### Welcoming? 100% said YES

"Very much so, my son had speech delay issues when he first started but was included and treated the same as the others and through play, staff have helped him become a chatterbox".

"Very warm, welcoming setting with happy, helpful Aunties :-)".

"The introduction sessions help you get to know the staff and the info pack gives you plenty of information to help parents with any questions". "All the staff are fantastic, lovely atmosphere there, can always approach Aunties".

### Approachable staff to find out more information? 100% said YES

"Definitely, they all make themselves available on a regular basis and can always be relied on to respond quickly to other info they don't immediately have to hand". "All very easy to talk to and help out however they can to make sure my child is happy".

"Having a designated 'Auntie' gives you a solid point of contact regarding your child". "We feel confident to go up and discuss anything".

### Dealing with problems and queries quickly and efficiently? 100% said YES

"No issues have really had the chance to become a problem as the two way communication resolves/ answers any questions and queries quickly and efficiently".

"Have always helped with any problems and made my son at ease".

### Receiving enough information about Pre-school and Childs progress? 100% said YES

"Our Auntie is very approachable and we have excellent updates and communications with her and all staff".

"Receiving the Learning Diaries give a lovely insight into what your child does during pre-school".

"The Learning Diaries are amazing, so much attention goes into them, photos etc."

### What are we doing well?

"The children enjoy a variety of ways to play and staff are keen to support them however they wish to play but they encourage independence in choosing/ achieving play choice e.g. if they opt to play in mud, staff guide them in to overalls and wellies but don't do it for them, then they praise the child and join them for fun in the mud or woods etc".

"I think pre-school is a fun place that the children enjoy going to, and my child enjoys PE and things he feels are related to big school and getting ready for school".

"Meeting the children, lots of messy outdoor play, and the Learning Journals".

"Making the children feel settled when they have a tearful moment when the parents leave. Also, all the different activities so children can discover what they enjoy most".

"Caring and providing a safe environment for our child. Walls are always colourful and bright, Learning Journals are always fantastic".

### Improvements?

"Garden surfaces are looking a little tired, but this and building replacement are being addressed".

"Mainly an easier 'drop off' but I think this is mainly down to space".

To find out more go to [www.firststeppreschool.co.uk](http://www.firststeppreschool.co.uk)

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