

**QUESTIONNAIRE FOR NURSERY PARENTS**

We would like to give you the opportunity to complete a questionnaire to help us improve our service. Please rate each question with the score you believe relevant adding comments in the spaces provided if required.

We would love to know your thoughts and if necessary / appropriate can discuss your suggestions / ideas' / concerns with you further if required, although also appreciate that you may also wish to provide anonymous feedback, in which case this is fine.

We have also added a section to find out children's ideas. Please feel free to fill in this section with your child.

Please complete and return to staff by 12th February 2016. We will share feedback with you all once all feedback is collated but before the end of February

Thank you.

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Please rate your score as follows;

**1 AGREE STRONGLY    2 AGREE    3 DISAGREE    4 DISAGREE STRONGLY    5 N/A**

**1: FIRST IMPRESSIONS**

Question	Score	Comments / Suggestions
Is nursery signage in good repair and visible? (including any temporary signs / notices)		
Is the approach to the nursery and all external areas i.e. car park, external bin area clean, tidy and free from debris?		
When entering the nursery are you greeted at the door in a timely manner?		
Upon entering the nursery is the reception area clean, tidy and well organised?		
Did the member of staff introduce themselves?		
Are parents boards informative?		
Are you acknowledged when entering the nursery and room?		

**GENERAL COMMENTS / SUGGESTIONS**

**2: AROUND THE NURSERY**

Question	Score	Comments / Suggestions
Are the staff smart?		
In each room were the children engaged in activities with or without adult support and supervision?		
Did the room seem organised and well laid out?		
Are display boards well-presented and information with EYFS link, photograph and children's work?		
Did all children have clean faces, clean clothes and in particular clean noses?		
Did the room appear clean?		

**GENERAL COMMENTS / SUGGESTIONS**

**3: QUALITY OF CARE & SUPPORT**

Question	Score	Comments / Suggestions
My child is happy at nursery?		
My child enjoys the activities at nursery?		
I am happy with the quality of care my child receives?		
Children are consulted about their likes and dislikes?		
My ideas and thoughts are valued in the setting?		
I have opportunity to give ideas about improving the setting?		
My child is supported to fully meet their potential?		

I am aware of who my child's key worker is and the role of the key worker?		
Children's interests are taken into account?		
There are a wide range of activities available to meet pupil needs?		
My child is encouraged to be healthy?		
I am aware of the setting child protection policy?		
I am aware of what to do as a parent if I have concern for a child?		
I receive regular communication from nursery staff about my child?		
I receive regular communication from nursery about events?		
I feel happy approaching staff for help and support?		
I feel comfortable approaching staff to talk about my child's needs?		

**GENERAL COMMENTS / SUGGESTIONS**

  
  
  
  
  
  
  
  
  
  

**3: QUALITY OF STAFFING**

Question	Score	Comments / Suggestions
Staff treat children well ?		
Parents opinions and suggestions are valued ?		
Staff keep me well informed of my child's progress ?		
Staff are approachable and make time to listen to my concerns ?		

I am confident that staff are well qualified ?		
I know if my child is struggling they are being helped appropriately ?		
I am confident that staff will do their best to protect children from harm ?		
The staff are happy and work well together?		
Staff deal with my concerns appropriately ?		
Staff make an effort to explain what happens in the nursery ?		

**GENERAL COMMENTS / SUGGESTIONS**

**4: QUALITY OF MANAGEMENT & LEADERSHIP**

Question	Score	Comments / Suggestions
The Owners are approachable and helpful?		
The Manager is approachable and helpful?		
I am treated like a partner in my child's education ?		
I get the chance to speak openly about anything that concerns me ?		
The nursery team is lead well and work well together?		

**GENERAL COMMENTS / SUGGESTIONS**

**4: QUALITY OF MENU'S & FOOD PROVIDED**

Question	Score	Comments / Suggestions
The menu's are balanced and healthy?		
The menu's are varied and there is a good choice?		
My child/ren enjoy the food?		
I am happy with the quality of the food served to the children?		

**GENERAL COMMENTS / SUGGESTIONS**

Are there any suggestions you have about how we can improve our service?

Are there any further comments you would like to make about the nursery?

Thank you for taking the time to share your thoughts with us in completing this form.

(If you wish to remain anonymous please leave the following section blank)

Name of Child: \_\_\_\_\_

Your name: \_\_\_\_\_

Overall are you happy with the service and care provided?      YES      NO

Would you recommend us to other parents for their childcare      YES      NO

**5: CHILDREN'S VIEWS & IDEAS**

Child Name:.....

At Mereside Farm Children's Nursery we enjoy having lots of fun. Please help us make nursery even more fun by telling us what you like to do at nursery and some things that we could do to make our nursery even better.

<b>CHILDREN'S VIEWS &amp; IDEAS</b>
Good things about Mereside Nursery:
Things we could do to make the nursery better:

Draw your favorite nursery activity: