

## Helping Hands Nursery – Service User Satisfaction Survey February 2007

- **Introduction**

The Helping Hands Nursery Service User satisfaction survey has been carried out in recent years as part of the Authority's statutory duty under the Care Standards Act to undertake quality assurance exercises. The first satisfaction survey was distributed to all parents of children attending the nursery in November 2003. The managers decided that this exercise should be repeated annually with the parents whose children had begun attending the nursery during the previous year.

In order to meet these requirements, the Operational Manager for Partnership and Service Development for Children's Services, undertook the survey with the support of the Policy and Consultation Officer for Community Services in February 2007.

The objectives of the survey were as follows:

- To determine the levels of satisfaction with the service provided by the nursery.

- To ascertain whether the relevant Care Standards were being met.

- **Methodology**

Questionnaires were distributed to parents of children who had started at the nursery since September 2006. The questionnaires were designed to reflect specific Care Standards, and in turn they were designed to allow parents to give, or to elaborate on their views about the service, therefore meeting both of the above objectives. It was agreed that the questionnaires would be distributed by the nursery staff in an attempt to encourage a response.

The questionnaire was divided into four main areas, which were:

- **Information Sharing**
- **Quality of Care**
- **Management**
- **Dealing with Complaints**
- **The Environment and Surroundings**

- **Results**

26 questionnaires were distributed and 10 were returned, giving a response rate of 36%.

### **Section 1: Information Provision**

All of the 10 respondents felt that they had been given adequate information to make an informed choice about using the nursery. They were also all encouraged to visit before the children began attending which is positive. All respondents also reported being given written information that included the opening hours and contact details. 9 of the 10 respondents said that their written information included the ages of children that could attend, and 8 had information about routines and the admission policy. 7 out of the respondents had received information about staffing, activities and the registration and collection system. 6 respondents reported receiving written information about the number of children who can attend, how to make a complaint and provision for special needs. Finally, 4 of the 10 respondents reported having information about the languages spoken at the nursery. All respondents had received a written contract from the nursery.

7 respondents (70%) said that they are told about what their child had achieved during the day, about routines and activities and about any significant event/change in behaviour. The same proportion also said that records about their child were shared with them, however the remainder (3) said that they weren't given this information.

Three of the respondents made comments in this section which were all positive, suggesting that although they haven't seen information they are confident that it would be available on request, and that the staff are very helpful.

### **Section 2: Quality of Care**

All who responded (9 parents) felt that the activities and opportunities provided by the nursery met their child's needs and developed their learning capabilities. 7 respondents felt that Helping Hands had acted upon information they provided about their child's health requirements. Parents were also asked whether they had been told what can be safely stored regarding their child's packed lunch. 6 people responded, of whom 5 said they had been.

All who responded to the question (9) felt that their child's behaviour was handled appropriately if necessary.

Comments provided in this section were very positive about the quality of care in the nursery. They described the quality of care provided by the nursery as 'excellent' and said that they felt fully confident to leave their child there.

### **Section 3: Management**

As part of the management of the nursery, parents were asked whether they were aware of the Equal Opportunities policy, however only 7 of the 10 respondents were. Despite this, all respondents felt that they and their child were treated with equal concern, and that theirs and their child's views had been considered with regard to the provision of the service.

One comment was made about management of the nursery, saying that it was a 'lovely' nursery and that there wasn't anything bad that could be said about it.

### **Section 4: Dealing with Complaints**

8 of the 10 respondents were aware of the complaints procedure, however none had ever made a complaint about the nursery. Two comments were provided confirming that they had never had reason to complain.

### **Section 5: The Environment & Surroundings**

All respondents found the premises welcoming and friendly, and that they are safe and secure. Furthermore all felt that the premises and equipment are clean. 7 respondents said that the toys provided at the nursery were suitable, 8 felt they were well - maintained, while 6 of the 10 respondents felt that they were stimulating for the children.

Two very positive comments were made about the environment and surroundings. It is described as being a 'friendly and supportive' place, where their children are very happy and particular praise was given for the staff at Helping Hands.

### **Conclusion**

In conclusion, respondents appear to be satisfied with the service they receive from Helping Hands Nursery. Despite the low response rate, the general outcome was that their and their child's needs are met and that the standard of care is very good quality. All comments were generally positive, and reflected the overall high levels of satisfaction.

Consideration will have to be given in future to improving response rates, as 38% is quite low, however significant feedback was gained from this exercise.



## Helping Hands Questionnaire Responses (2007)

### Section1: Information

**1. Did you feel that you were given enough information (either verbal or written) about the nursery to make a choice about using Helping Hands?**

Yes.....10(100%)  
No.....0(0%)  
No response.....0(0%)

**2. Were you and your child/children encouraged to visit the nursery before they began attending?**

Yes.....10(100%)  
No.....0(0%)  
No response.....0(0%)

**3. Were you given written information about Helping Hands that stated:**

The ages of children that can attend.....9(90%)  
The number of children that can attend.....6(60%)  
The languages spoken .....4(40%)  
Whether they can look after children with special needs.....6(60%)  
The admissions policy.....8(80%)  
Opening hours.....10(100%)  
Contact details.....10(100%)  
Staffing.....7(70%)  
Routines.....8(80%)  
Activities.....7(70%)  
The registration and collection system.....7(70%)  
How to make complaints to the manager and the Care Standards Inspectorate for Wales (CSIW).....6(60%)

**4. Do you have a written contract with the nursery (which includes matters such as arrival/collection times, holidays, sickness arrangements, dietary needs etc)?**

Yes.....10(100%)  
No.....0(0%)  
No response.....0(0%)

**5. Are you told about what your child/children achieved during the day, about their routines/activities and are you informed of any significant event or change in behaviour?**

Yes.....7(70%)  
No.....3(30%)  
No response.....0(0%)

**6. Are records about your child/children shared with you?**

Yes.....7(70%)  
No.....3(30%)  
No-response.....0(0%)

**7. Please add any comments you would like to make about information sharing**

- As yet I haven't seen any records held by nursery but haven't had need to. I'm sure information would be available on request.
- I assume all info is shared, however I don't know and would find it difficult to know if records were not shared. We receive a daily record showing sleep eating and toileting patterns

## **Section 2: Quality of Care**

**8. Do you think that Helping Hands provides activity and play opportunities that meet your child/children's needs and develop learning capabilities?**

Yes.....9(90%)  
No.....0(0%)  
No-response.....1(10%)

**9. Has the nursery acted upon information you have given them about your child/children's health care needs?**

Yes.....7(70%)  
No.....0(0%)  
No-response.....3(30%)

**10. Is your child/children's behaviour handled appropriately?**

Yes.....9(90%)  
No.....0(0%)  
No-response.....1(10%)

**11. When you provide a packed lunch for your child/children, are you told what can be safely stored?**

Yes.....5(50%)  
No.....1(10%)  
No-response.....4(40%)

**12. Please add any comments you would like to make about the quality of care provided:**

- I am totally confident when I leave my daughter at Nursery that she will be well looked after.
- The care that they look after the children is excellent
- My child has no packed lunch as she's in mornings only

### **Section 3: Management**

**13. Do you know that the nursery has an equal opportunities policy, which you are able to see?**

Yes.....7(70%)  
No.....3(30%)  
No-response.....0(0%)

**14. Do you feel that all children and parents treated with equal concern?**

Yes.....10(100%)  
No.....0(0%)  
No-response.....0(0%)

**15. Do you feel that yours and your child/children's views have been previously considered in regard to the service?**

Yes.....10(100%)  
No.....0(0%)  
No-response.....0(0%)

**16. Please add any comments you would like to make about the management of the nursery:**

- It is a lovely nursery. Can't say anything bad about it.

#### Section 4: Dealing with complaints

**17. Were you aware that there is a complaints procedure?**

Yes.....8(80%)  
No.....2(20%)  
No-response.....0(0%)

**18. Have you ever made a complaint about the service?**

Yes.....0(0%)  
No.....10(100%)  
No-response.....0(0%)

**19. Did the manager consider and/or investigate your complaint?**

***Non applicable***

Yes.....0(0%)  
No.....0(0%)  
No-response.....0(0%)

**20. Did the manager inform you of the outcome of your complaint?**

***Non-applicable***

Yes.....0(0%)  
No.....0(0%)  
No-response.....0(0%)

**21. Was your complaint handled in a sensitive and confidential manner?**

***Non-applicable***

Yes.....0(0%)  
No.....0(0%)  
No-response.....7(100%)

**22. Please add any comments you would like to make about the handling of complaints**

- I have had no need to complain
- I've never had a reason to complain

**Section 5: The Environment and Surroundings**

**23. Are the premises welcoming and friendly?**

Yes.....10(100%)  
No.....0(0%)  
No response.....0(0%)

**24. Are the premises and equipment clean?**

Yes.....10(100%)  
No.....0(0%)  
No-response.....0(0%)

**25. Are the furniture, equipment and toys provided;**

Suitable.....7(70%)  
Well maintained.....8(80%)  
Stimulating.....6(60%)

**26. Do you feel that the premises are safe and secure?**

Yes.....10(100%)  
No.....0(0%)  
No-response.....0(0%)

**27. Please add any comments you would like to make about the surroundings:**

- Helping hands is an extremely friendly and supportive place. It is a pleasure to take my child there. Thank You
- I've never complained at all. All my children went to Helping Hands and my little one enjoys it so much, she is so happy and the staff are great. They enjoy everything there she loves it very much.

## **Covering Letter Sent to Parents**

22<sup>nd</sup> January 2007

Miss. L. E. Eddins

01446 704778

01446 704794

Policy and Information Team

LEEddins@valeofglamorgan.gov.uk

Dear Parent,

### **Helping Hands Nursery – Satisfaction Survey**

The National Assembly for Wales has issued National Minimum Standards for providers of day care under section 79C of the Children Act 1989. These standards are used by the Assembly's Care Standards Inspectorate for Wales (CSIW) when deciding whether services are providing adequate care for children under the age of eight and complying with the relevant standards.

As you know, Helping Hands Nursery is run by Vale of Glamorgan Council and therefore the Council is a provider of day care for children. One of the requirements of the standards is that providers of day care consult with parents to ensure that the service meets your needs. We are therefore interested in hearing your views about the service that you currently receive. This feedback helps us to identify what we are doing well and also any areas for improvement.

All information will be treated in the strictest of confidence and there will be no names or other way of identifying you from any report that is produced.

Your views are extremely important to us and will assist us in improving our service to you. If you require a questionnaire in an alternative format, or you have any queries about this process, please do not hesitate to contact me on (01446) 704778. You can also obtain a copy of the standards from me at this number or at the above address.

Thank you for taking the time to complete this questionnaire. Please return it in the envelope provided by 15<sup>th</sup> February 2007.

Yours sincerely

**Laura Eddins**  
**Policy and Consultation Officer**  
**Community Services**