

## Helping Hands Nursery Satisfaction Survey (2006)

### Consultation Report

- The Authority has a statutory duty under the Care Standards Act to undertake a quality assurance exercise with the nursery's service users. In order to meet this requirement, the Operational Manager for Partnership and Service Development in Children's Services, with the support of Community Service's Policy and Consultation Officer, undertook a satisfaction survey.
- There were two objectives: To determine levels of satisfaction with the service provided by the nursery and to ascertain whether the relevant Care Standards are being met. The questions 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.
- A covering letter explaining the purpose of the consultation and pre-paid return envelope were included in the questionnaire packs and the anonymous questionnaires were returned to the Policy and Consultation Officer.
- The questionnaires were posted to each parent, as it was anticipated that the response rate might increase this way. They were also verbally advised about the process when they collected their child, so that they were made informally aware. It was hoped that the additional opportunity for staff to explain the purpose of the exercise to parents would increase the level of response. Any minority, disadvantaged or under-represented groups would have automatically been included.
- 16 questionnaires were posted out and 7 were returned, which meant that the response rate was 44% This is reasonable for a postal survey, but a higher return rate would have been desirable as only a small group had been targeted and more parents views could have been represented
- The method was appropriate in that it maintained confidentiality for respondents, and obtained a combination of quantitative and qualitative information as desired. However, some parents may have been less literate and therefore may have preferred to express their views in another way. The use of structured interviews may have been more suitable for some of the parents.
- The questionnaire was distributed during the week beginning 31<sup>st</sup> January 2006 and the deadline for returns was 1<sup>st</sup> March 2006, which gave parents over 4 weeks to respond.
- The information received was analysed using SNAP software and a summary report written by the Policy and Consultation Officer. The completed questionnaires and report on the results were forwarded to the Operational Manager for Partnership and Service Development and will be kept in the nursery

- The cost of the exercise was increased by posting the questionnaire packs to parents however it was anticipated that this would encourage a better response. The use of pre-paid envelopes would also have increased the cost, but was necessary to encourage people to respond. The use of SNAP to analyse the completed questionnaires reduced the cost in terms of human resources. The consultation was good value in terms of what was achieved for the cost.
- The exercise has shown that parents are very satisfied with the service they and their child receive from the nursery. In order to provide some feedback to those who contributed their views, a letter of thanks will be given to each parent as they collect their child from the nursery. A master copy of the questionnaire will now be kept at the nursery and the exercise will be repeated annually, or when a parent stops using the service.

Further information about this survey can be obtained from either:

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