

Helping Hands Nursery Satisfaction Survey

1. Consultation Report

- 1.1 The Authority has a statutory duty under the Care Standards Act to undertake a quality assurance exercise with the nursery's service users. 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 survey to meet this requirement
- 1.2 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. Each question related to a particular standard and the parents were asked to comment on their satisfaction with various aspects of the service. Questions were answered as required and most respondents made comments, so the stated objectives were met.
- 1.3 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.
- 1.4 The nursery staff gave a questionnaire pack to each parent when they collected their child. It was hoped that the additional opportunity for staff to explain the purpose of the exercise to parents as they gave out the packs would increase the level of response. Any minority, disadvantaged or under-represented groups would have automatically been included.
- 1.5 The staff gave out 52 packs and 11 were returned, which meant that the response rate was 21% This is just about average for a postal survey, but a higher return rate would have been desirable so that more parents views were represented.
- 1.6 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 another feedback method in addition to the questionnaire would have enabled this and may have increased the response rate.
- 1.7 The questionnaire was distributed during the week beginning 17th November 2003 and the deadline for returns was 8th December, which gave parents between 2 and 3 weeks to respond. This time-scale was influenced by the fact that building work was planned and the Christmas holidays were approaching, but it was considered adequate and was kept to. The report has been completed by 31st January 2004 as per time-scale.
- 1.10 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

- 1.10 The cost of the exercise was minimised by asking the nursery staff to give the questionnaire packs to parents rather than posting them. The use of pre-paid envelopes 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.
- 1.10 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 child as they collect their child from the nursery. As a direct result of the feedback they gave, the manager will organise a parents evening to give parents a formal opportunity for individual discussion about their child's progress. 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:

Irene Banfield
Operational Manager for Partnership and Service Development
Children's Services
01446 725365

Sarah Mobedji
Policy and Consultation Officer
Policy and Information Team
01446 704778

2. Summary of Findings

- 2.1 Of the 52 questionnaires distributed, 11 were returned. Therefore the response rate was 21%. The results show high levels of satisfaction with the service provided by the nursery. Very positive comments were made that include warm praise for the staff.
- 2.2 All the respondents had been encouraged to visit the nursery before their child began attending. Everyone was told what their child achieved during the day and thought that all children and parents were treated equally.
- 2.3 Everybody who answered the relevant questions thought that the premises were welcoming and friendly. Their children's behaviour was handled appropriately and the nursery acted upon information regarding any healthcare needs. All those who responded to the relevant question had been told what could be safely stored when they provided a packed lunch for their child.
- 2.4 One parent had made a complaint but they were completely satisfied with the handling of it.
- 2.5 The majority of respondents had a contract with nursery, but 18% said that they did not. Most parents had copies of the written information specified in the question, but only 46% said they had information about the languages spoken and how to complain.
- 2.6 44% of respondents had not seen their child's records and one stated that they had only seen an accident form. 27% of parents did not know that there was an equal opportunities policy and the same number had not previously been asked for their views.

3. Summary of Responses

Section 1: Information Sharing

Question 1/Standard 3.2

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

Yes.....11/100%

Question 2/Standard 1.2

Were you given written information about:

The ages of children that can attend.....10/91%

The number of children that can attend.....8/73%

The languages spoken.....5/46%

Whether they can look after children with special needs.....8/73%

The admissions policy.....7/64%

Opening hours.....10/91%

Contact details.....11/100%

Staffing.....9/82%

Routines.....9/82%

Activities.....7/64%

The registration and collection system.....9/82%

How to make a complaint to the manager and the CSIW.....5/46%

Question 3/Standard 2.1

Do you have written contract with the nursery?

Yes.....9/82%

No.....2/18%

Question 4/Standard 5.4

Are you told what your child/children achieved during the day and informed of any significant event or change in behaviour?

Yes.....11/100%

Question 5/Standard 6.3

Are records about your child/children shared with you?

Yes.....6/56%

No.....5/44%

Question 6

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

[3] Sometimes, if he has said a new word. We don't see any info on the children other than the accident form

[5] When I pick up my children I am always informed as to how their time at the nursery has been

[7] I can't fault the nursery. If I have any other children I would love them to attend. I will recommend Helping Hands

Section 2: Quality of Care

Question 7/Standard 9.4

Is your child/children's behaviour handled appropriately?

Yes.....10/91%

No.....0/0%

Non response.....1/9%

Question 8/Standard 10.10

Has the nursery acted upon information you have given them about your child/children's healthcare needs?

Yes.....8/73%

No.....0/0%

Non response.....3/27%

Question 9/Standard 12.5

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

Yes.....7/64%

No.....0/0%

Non response.....4/36%

Question 10

Please add any comments you would like to make about the quality of care provided

[1] Excellent

[3] Question 8 – Yes when he has needed medication. Question 9 – I know that I can't take home made or half a tin of food, only sealed foods, enough for one day only
The care provided is excellent. The staff are lovely and treat the children as though they were their own. I have sent both my children to Helping Hands and would not hesitate to recommend it.

[4] I am very happy with the care my child receives. My child is very happy at Helping Hands nursery

[6] Question 7 – sometimes

[9] I think the quality of care provided is very good

[10] First class. As a single Mum with 3 small children the nursery has been a god-send to me

Section 3: Management

Question 11/Standard 16.2

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

Yes.....6/56%

No.....3/27%

Non response.....2/17%

Question 12/Standard 16.3

Are all children and parents treated with equal concern?

Yes.....11/100%

Question 13/Standard 18.1

Have the views of you and your child previously been sought?

Yes.....7/64%

No.....3/27%

Non response.....1/9%

Question 14

Please add any comments you would like to make about the management of the nursery

[1] Very well run

[3] The manager (Debbie) is very nice, very approachable and helpful

[6] Question 12 – from what I can see

[10] Again, first class.

Section 4: Dealing with Complaints

Question 15

Have you ever made a complaint about the service?

Yes.....1/9%

No.....10/91%

The following questions were only asked of the person who had made a complaint.

Question 16/Standard 19.3

Did the manager consider and /or investigate your complaint?

Yes.....1/100%

Question 17/Standard 19.4

Did the manager inform you of the outcome of your complaint?

Yes.....1/100%

Was your complaint handled in a sensitive and confidential manner?

Yes.....1/100%

Question 19

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

Non response.....11/100%

Section 5: The Surroundings

Question 20/Standard 21.2

Are the premises welcoming and friendly?

Yes.....10/91%

Non response.....1/9%

Question 21/Standard 22.1

Are the furniture, equipment and toys provided:

Suitable.....9/82%

Well maintained.....8/73%

Stimulating.....9/82%

Question 22

Please add any comments you would like to make about the surroundings

[1] The surroundings are always very clean and tidy – very pleasant

[3] It is a well set out centre with separate eating, playing, sleeping and quiet area.
Generally a lovely place.

[5] The surroundings always seem positive, friendly and welcoming

[7] It's like a second home for them

4. Covering Letter for Questionnaire

10th November 2003

Sarah Mobedji
Policy and Consultation Officer
Strategic Planning Section
Community Services
Dock Offices
Subway Road
Barry Docks
Barry
CF634RT

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.

I would be grateful if you would complete the attached questionnaire and return it to me in the stamped addressed envelope by 8th December 2003. 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.

You can obtain a copy of the standards from me at the address above. If you have any questions about this survey, please do ring me on 01446 704778.

Thank you for taking the time to complete this questionnaire.

Yours Sincerely

Sarah Mobedji
Policy and Consultation Officer

5. Feedback letter

26th January 2004

Sarah Mobedji
Policy and Consultation Officer
Strategic Planning Section
Community Services
Dock Offices
Subway Road
Barry Docks
Barry
CF634RT

Dear Parent

Helping Hands Nursery – Satisfaction Survey

You will remember that I asked you to complete a questionnaire at the end of last year to tell us what you think about the service provided by the nursery. The National Assembly for Wales has issued National Minimum Standards for providers of day care and one of the requirements of the standards is that the Council, as providers of day care, consults with parents to ensure that the service meets your needs. I would like to thank all of you who completed and returned the questionnaire and take this opportunity to summarise the results for you.

Your feedback was extremely positive and showed high levels of satisfaction with the service provided by the nursery. Comments included plenty of warm praise for the staff and the way they relate to the children in their care. Complimentary statements were also made about the surroundings and atmosphere. As a direct result of your feedback, the manager will be organising a parents evening to provide you with an individual opportunity to discuss your child's progress.

Once again, thank you for your participation in this valuable exercise. All information has and will continue to be treated in the strictest of confidence. If you would like to see the full report please speak to Sue or Debbie, as they have a copy in the nursery.

Yours Sincerely

Sarah Mobedji
Policy and Consultation Officer