



Parent Survey Feedback 2017/2018

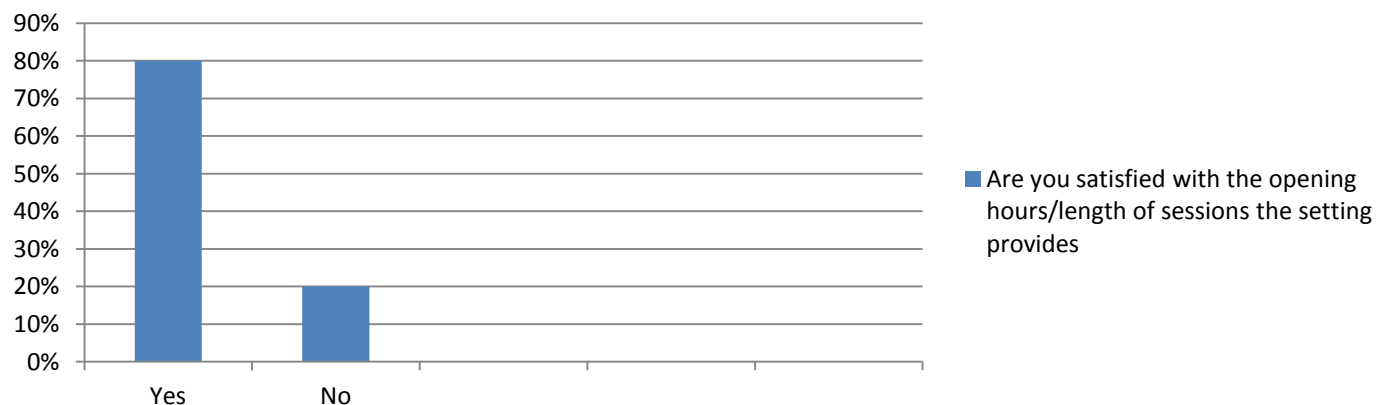
Comparison feedback

The statistics below show the overall averages for the responses received from the first page of the questionnaire

	Overall Rating	Satisfaction with Service Provided	Likely to Recommend
2017/2018	4.79	4.93	4.93
2016/2017	5	4.93	5



Are you satisfied with the opening hours/length of sessions the setting provides

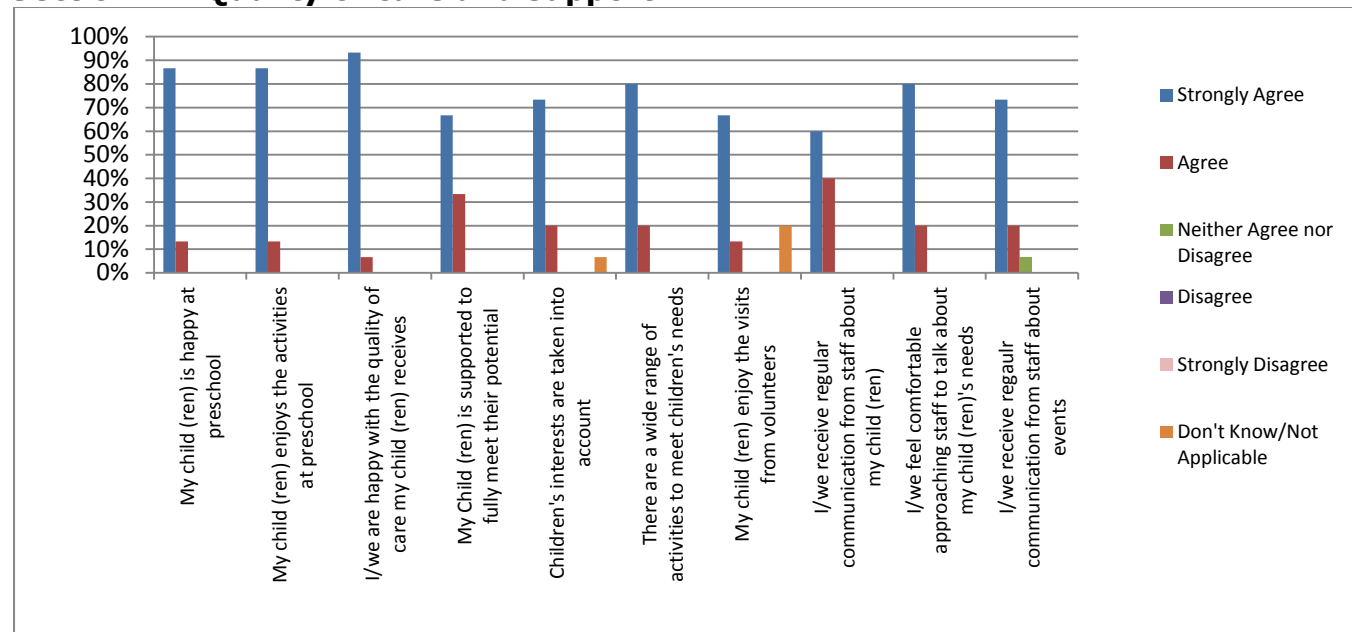


If answered no, please tell us what options you would like to see available e.g. open earlier, stay open later, off more sessions/days etc

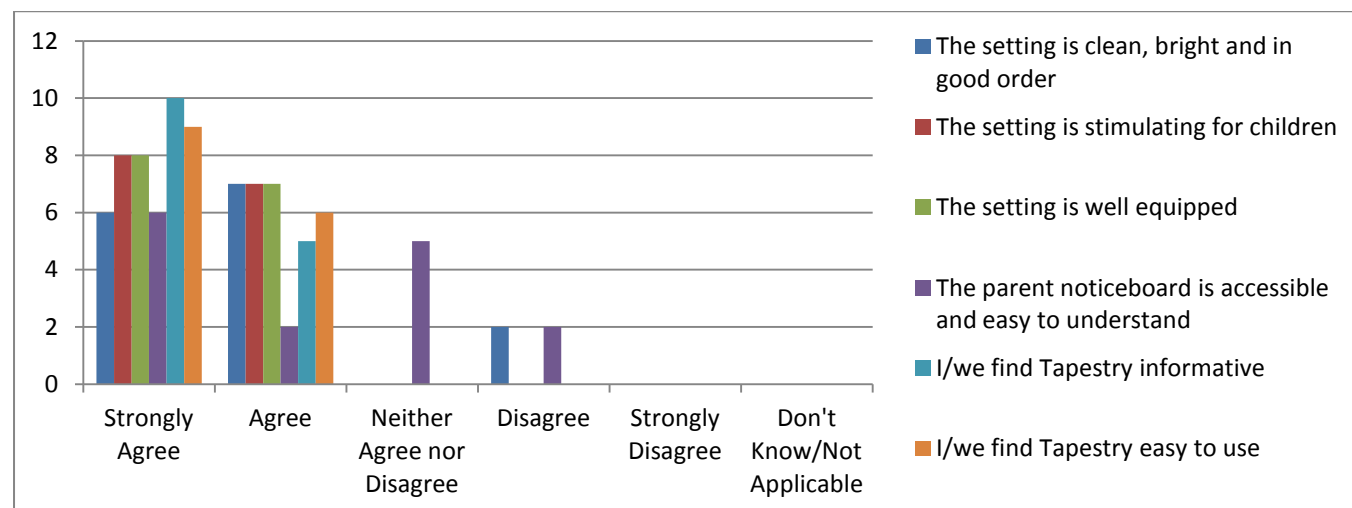
Earlier opening/later closing times/offering sessions during term time - **by offering this we would become a day nursery then which was never the ethos for the setting at this time, due to the nature of the building and facilities it would struggle to offer those services.**

Opening Friday afternoons - **currently there isn't the demand but could be looked into for future years.**

Section 1 – Quality of care and support



Section 2 – Quality of environment



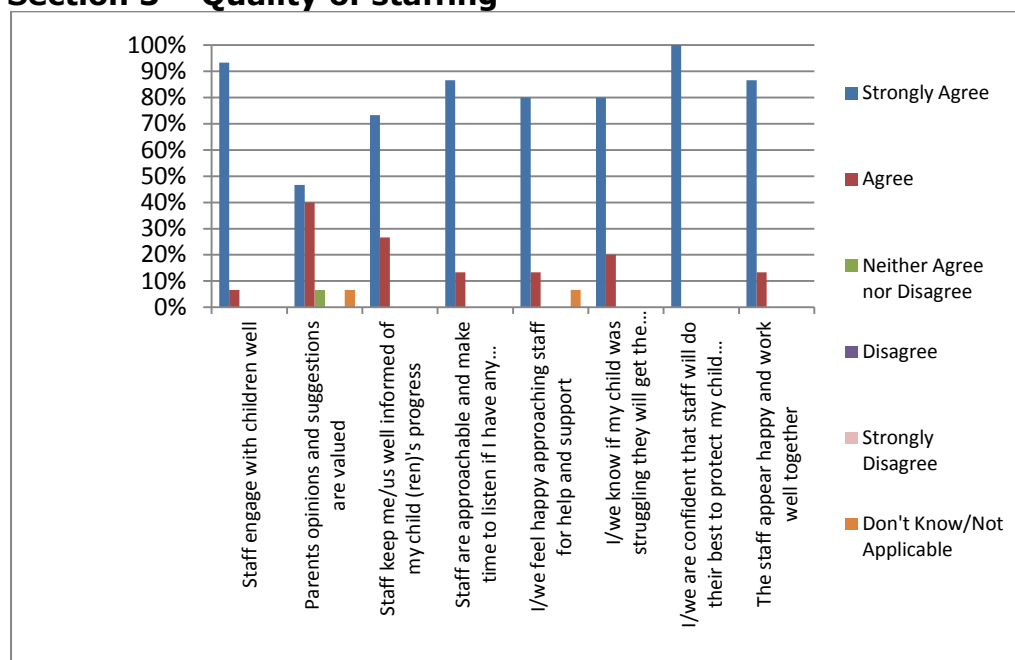
Comments

Wasn't aware of the parent notice board – **The notice-board is above the Toddler coat pegs, it has now been revamped and is much more colourful.**

Setting could do with decorating and carpets cleaning – **Please be assured that we are working to agree a programme of deep cleaning, repairs and painting – Sharon is in discussion with the school.**

"I think you all do amazing things with the limited space you have."

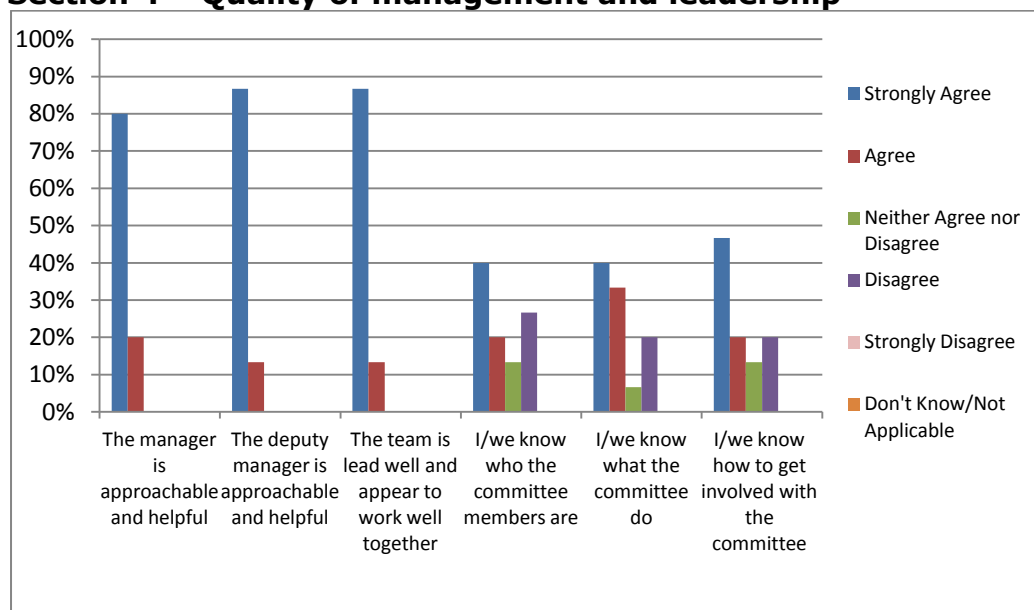
Section 3 – Quality of staffing



Comments

"We think the whole team is amazing and we are very grateful, thank you."

Section 4 – Quality of management and leadership



Comments

More Information about how the committee works - **an information pack has been put together to hand out as part of the registration process when new children join the setting. This information will be displayed on our committee notice-board (as you walk into the setting) and on our website and facebook page.**

"We think the whole team is amazing at Stepping Stones."

Please tell us if there is anything that you think Stepping Stones does particularly well?

"Communicating my child's activities to me."

"Understand that each child is an individual with individual needs. Stepping Stones does their best to meet these needs."

"I love the new Tapestry system. We all really enjoy as a family looking at what my child has been up to. But mostly we think the way that all the staff are all so attentive and focused on the children's individuality is wonderful."

"The staff are excellent and always really engaging with the children"

"Care for children, very good ratios of staff; children"

"Stepping Stones gives 100% commitment and are always there for support. Couldn't ask for a better preschool for my son"

"Forest school is excellent and my child really enjoys these sessions"

"Overall very pleased with the service and my child is very happy there"

Please tell us if you have any suggestions for ways in which we could improve our provision for you or your child (ren) or any specific aspects on which you think we could improve?

I feel that for the children who are 'ready' to have more focused activities e.g. phonics, letter formation etc, could be done in a fun way – We are now trying to do more small group focused activities for our children that are ready for school, these usually take place on a Wednesday afternoon when the session is smaller and at any other times when numbers allow for it to happen.

Longer lunch club so children have time to finish eating e.g. Until 12.30pm – for the majority of children the half an hour is adequate time, if lunch club was longer it would then run into our afternoon session and cause problems with staffing, setting up and clearing away.

Why did you choose Stepping Stones and how did you hear of us?

Links with school

Word of mouth

Local to us

Good reviews and feedback

Siblings at Clipston School

Excellent reputation

Brilliant key workers

It's a natural progression to Clipston School

Outstanding OFSTED rating

Any additional comments

"My child has really enjoyed her time at SS and we really appreciate the staff's hard work"

"I can't thank everyone enough for the amazing job they do. As parents it is fantastic that we can leave our children at the setting and know they are very well looked after."

"Great preschool"

The staff from Stepping Stones would like to thank everyone for the lovely comments; your feedback is really appreciated.