

# *Questionnaire Results*

## *Saltash 2006*

Thank you to everyone who filled in the questionnaire this year. Whilst the results are generally excellent, there are always areas that we need to continually strive to improve.

- 99% of all questions were rated very good or satisfactory
- Over 74% of all responses were rated very good
- With regards things we did well, a strong theme emerged which was our **EXCELLENT STAFF** being praised for being friendly, helpful, enthusiastic, caring, approachable, professional and committed!!!!
- Other areas for positive comment were the quality of care and education, a relaxed environment, photo menus and the meals provided, the excellent range of activities especially “messy”, very good staff ratios and the staff team again!!
- About a half of you would pay more for organic meals – we will investigate !

With regards improvements you have suggested, the key areas are as follows:

- Many of you said how much you enjoyed the Activities at Home sheets, Family Newsletters and Book Bags and some have asked for even more resources to carry on learning at home eg signing, singing etc. We are looking into this as it’s a great idea.
- Some of you praised the feedback we give and some asked for more – we do give daily feedback and run a Parent’s Evenings twice a year, however if you want more feedback please talk to your keyworker and we will try our best!

*“my child is happy with you”*

*“a caring and safe environment with friendly and approachable staff”*

*“she looks forward to going every day”*

*“staff are always cheerful, enthusiastic and fantastic with the children”*

*“always a warm welcome”*

*“the majority of the staff go beyond what is expected of them”*

*“I am happy with Flying Start as my children are happy”*

*“I recently made a point of letting Ofsted know just how brilliant Flying Start are”*

*“ I know my children are getting the best care”*

*“Feedback is great, staff are genuinely interested in the children”*

*“exceptionally exciting for the children”*

*“I have recommended the nursery to friends and they have placed their children with you”*

Please raise again any issues you feel may have gone unanswered.

Overall, can we thank you for your support and for giving us

**EXCELLENT RESULTS !!!**