

Questionnaire Results - Saltash 2009

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. Thank you especially for your detailed comments, we really appreciate them.

- 98% of all questions were rated very good or satisfactory
- Over 71% of all responses were rated very good
- With regard to things we did well, a strong theme emerged, which was our **EXCELLENT STAFF** being praised for being caring, reassuring, friendly, relaxed, dedicated, flexible, genuinely warm and overall : brilliant!!!!
- Other areas for positive comment were the quality of care and education, the keyworker system, lots of outdoor activities. the quality of healthy food and the staff team again!!

With regard to improvements that you have suggested, the key areas are as follows:

- More information was requested so that parents could continue their children's learning at home, although some parents complained that we gave too much information , far more than they get at school!! The staff will shortly be attending training on "Letters and Sounds", which is up to date training on phonics and reading for nurseries and schools. We will share this with you via an evening event and handouts.
- Some parents asked for more children's work to take home. Our keyworkers select a piece of work each month, annotate and date it, then file it in the individual's Learning Story. When they leave nursery, the file is yours to keep and to show the Reception Class Teacher at their new school. Current educational thinking is that children should be free to choose how they play/learn and the emphasis should be on "process" not "product", so there may be less pieces of "work" generally.

"Professional, caring and friendly"

"Well motivated staff – we love it – more importantly our son loves it!"

"We are very impressed with the quality of provision"

"Safety is paramount" "A very good nursery"

"It wasn't until my son started school that I realised how much Flying Start had done"

"Fantastic start to a child's life" "Excellent staff team"

"Friendly and caring staff who go above and beyond their job roles on a daily basis"

"Really happy – we recommend to everyone"

I feel confident that my daughter is in a safe place with caring staff, learning lots, eating well and being well looked after – thank 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 !!!