***QUESTIONNAIRE RESULTS 2020:*** *Littlehaven Pre-School responses*

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Question | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly *Disagree* |
| 1 | I feel the setting is a caring place | 84.2% | 10.5% | 5.3% |  |  |
| 2 | The staff encourage children to behave appropriately  | 79% | 21% |  |  |  |
| 3 | I feel the staff are concerned for the well-being of my child | 84.2% | 15.8% |  |  |  |
| 4 | I am satisfied that my child feels safe and secure in the setting | 84.2% | 15.8% |  |  |  |
| 5 | My child enjoys his/her time in the setting | 89.5% | 10.5% |  |  |  |
| 6 | I feel my child is learning and developing through the range of opportunities available to them | 84.2% | 15.8% |  |  |  |
| 7 | I feel the setting helps me to support my child’s development | 73.6% | 26.4% |  |  |  |
| 8 | I get helpful information about my child’s development | 63.2% | 36.8% |  |  |  |
| 9 | I get helpful information about what my child does in the setting | 63.2% | 36.8% |  |  |  |
| 10 | The staff make time for me if I need to speak to them | 79% | 21% |  |  |  |
| 11 | The setting is well thought of in the community | 73.6% | 15.8% | 10.5% |  |  |
| 12 | The setting encourages my child to have a healthy lifestyle | 58% | 26.3% | 15.7% |  |  |
| 13 | The setting meets my child’s particular needs | 63.2% | 36.8% |  |  |  |
| 14 | The setting deals appropriately and effectively with unacceptable behaviour | 63.2% | 21% | 15.8% |  |  |
| 15 | I know who to contact and how to contact them if I have a question or query | 89.5% | 10.5% |  |  |  |
| 16 | If I had a complaint, I would know who to approach | 89.5% | 10.5% |  |  |  |
| 17 | The measures taken by the setting since March 2020 in response to the COVID-19 restrictions etc have been effective, appropriate, and well managed | 79% | 21% |  |  |  |
| 18 | Overall, I am happy with my child’s experience at Jack and Jill/JACK | 89.5% | 10.5% |  |  |  |

**RESPONSE RATE: 79.1%**

The numbers shown in the grid represent a percentage of the responses.

Additional Comments made on the responses:

* All staff have been fantastic with [ ] and considering her unique circumstances, we feel everything has been handled brilliantly
* I like that I am aware of what [ ] eating here, as it helps me plan my meals for him
* [ ] loves J & J and his friends there. [ ] is getting one to one work, more detail on when and what this is would be great
* [ ] loves school and she appears to be sharing better at home (thank you)
* Outstanding childcare. All my children attend, amazing caring place, I love them.