*The results of our questionnaire 2021 have been combined to reflect that the two sites have spent much of the past year working together on the same site and with the same staff team. We asked parents to complete the questionnaire based on their experience of Jack and Jill / JACK wrap around provision.*

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Question Number | Question | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly *Disagree* |
| 1 | My child likes being at the setting | 64% | 28% | 7% |  |  |
| 2 | Staff treat my child fairly and with respect | 64% | 28% | 7% |  |  |
| 3 | I feel that my child is safe at the setting | 93% | 7% |  |  |  |
| 4 | My child’s behaviour is managed effectively | 50% | 43% | 7% |  |  |
| 5 | The setting helps my child to feel confident | 50% | 28% | 21% |  |  |
| 6 | I feel staff really know my child as an individual | 57% | 21% | 21% |  |  |
| 7 | My child is encouraged to be healthy and to be physically active | 57% | 21% | 21% |  |  |
| 8 | The setting supports my child’s emotional well being | 57% | 36% | 7% |  |  |
| 9 | I feel comfortable approaching the setting with questions, suggestions and/or a problem | 57% | 36% | 7% |  |  |
| 10 | The setting encourages children to treat others kindly and with respect | 43% | 36% | 14% |  |  |
| 11 | I would recommend the setting to other parents | 64% | 36% |  |  |  |
| 12 | Overall, I am satisfied with the setting | 71% | 28% |  |  |  |

(Percentages rounded to the nearest whole number)

Comments added to forms:

* ‘Staff are great, activities are varied and help to prepare for school. The location has made it easier to start school as the environment is familiar. Staff are nurturing.’
* ‘[ ] really enjoys going to breakfast club’
* ‘Keep up the good work guys’
* ‘Staff always greet her with a smile and friendly, welcoming attitude. She looks forward to going in and we are more than happy with the service we are getting.’
* ‘I genuinely believe the staff at Jack and Jill care about [ ] and she is very happy there.’

NOTE: response rate was 37%