



# Butterflies Childcare Annual Parent's Questionnaire

June 30

# 2014

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In June 2014, we submitted our Annual Parent's Questionnaire to 44 parents whose children attend our nursery at 20 Beulah Road. 24 parents responded and the details and results of this survey are contained in this report. The results provide an accurate cross-section of parents' views and opinions and represent a true reflection of the standard of our practice and quality of nursery care.

## A big thank you!

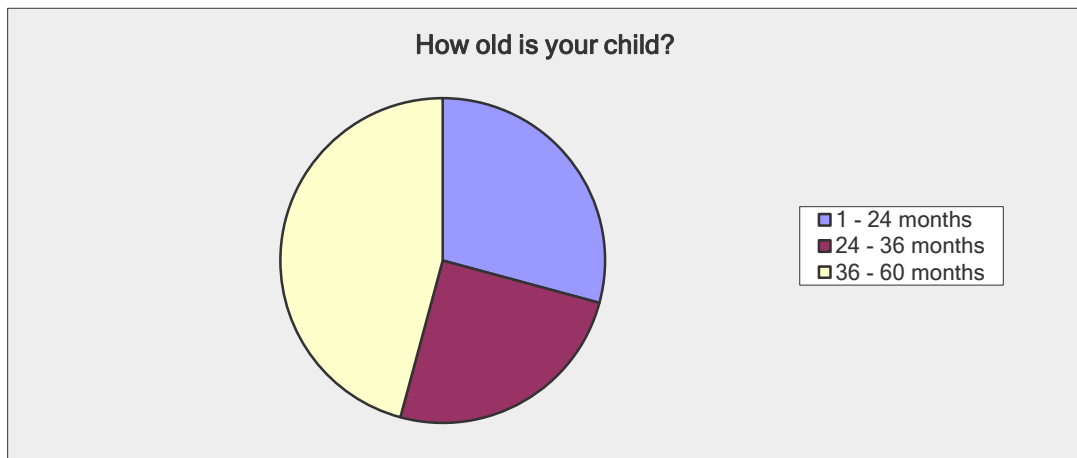
We would like to thank all the parents that kindly contributed to this Questionnaire and we are very grateful for their input and feedback. We have presented the data in pie charts and graphs and we have summarised the main highlights below.

As part of our ongoing self-assessment and continuous improvement we have incorporated the results of this questionnaire into our nursery Action Plan, the objectives of which we will endeavour to meet over the coming months and going forwards.

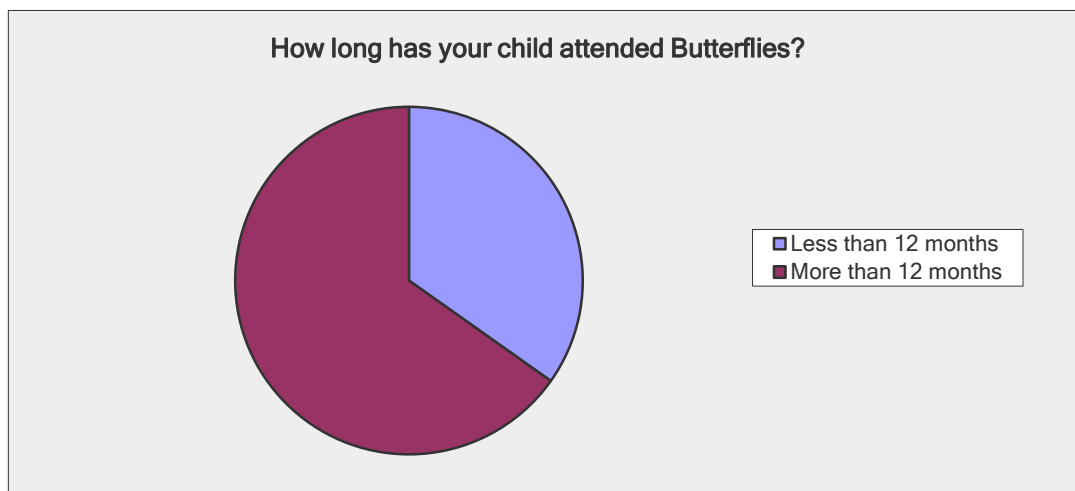
## Highlights

1. 100% of all parents surveyed were happy with the service that we provide.
2. 100% of all parents surveyed strongly agreed or agreed that they are happy with the quality of care provided.
3. 100% of all parents surveyed strongly agreed or agreed that their child's likes, dislikes and interests were taken into account.
4. 66% of all parents surveyed strongly agreed that their child is happy and enjoys nursery.
5. 61.1% of all parents surveyed agreed that the Nursery Manager is approachable and helpful.
6. 68.8% of all parents surveyed agreed that the Nursery Manager is approachable and helpful.
7. 100% of all parents surveyed strongly agreed or agreed that the nursery has a stimulating environment and there are wide range of activities and resources available to meet their child's needs
8. 100% of all parents surveyed agreed or strongly agreed that they are happy with the quality of education that their child receives.
9. 100% of all parents surveyed agreed or strongly agreed that the nursery has a stimulating environment and there are wide range of activities and resources available to meet my child's needs.
10. 100% of all parents surveyed agreed or strongly agreed that the nursery promotes exercise and a healthy diet.
11. 100% of all parents surveyed agreed or strongly agreed that our Staff are happy and work well together.

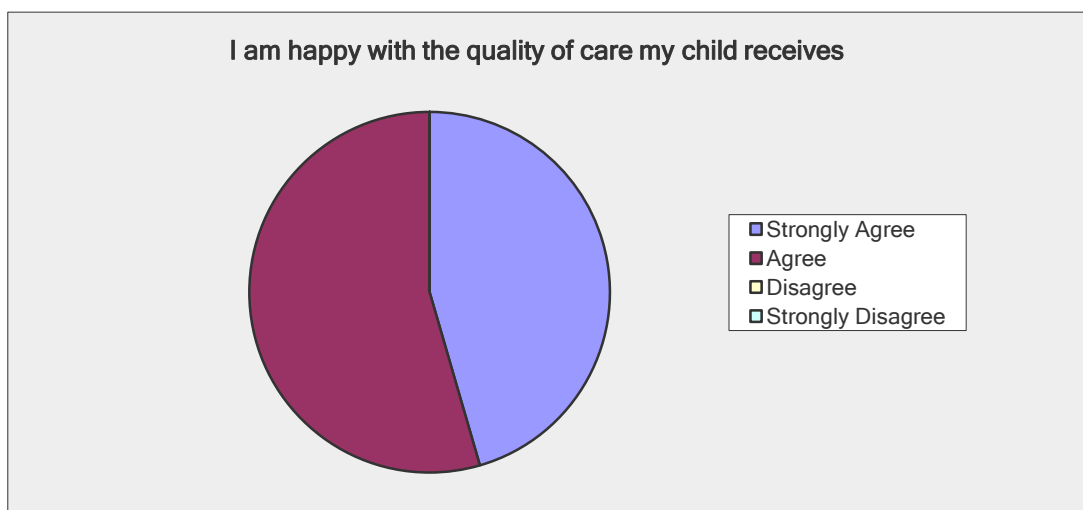
How old is your child?		
Answer Options	Response Percent	Response Count
1 - 24 months	29.2%	7
24 - 36 months	25.0%	6
36 - 60 months	45.8%	11
<i>answered question</i>		<b>24</b>
<i>skipped question</i>		<b>0</b>



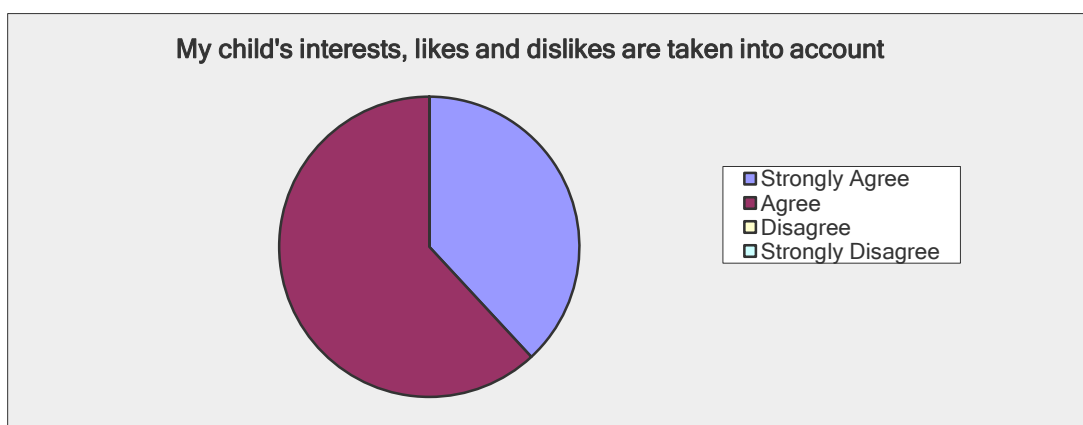
How long has your child attended Butterflies?		
Answer Options	Response Percent	Response Count
Less than 12 months	34.8%	8
More than 12 months	65.2%	15
<i>answered question</i>		<b>23</b>
<i>skipped question</i>		<b>1</b>



I am happy with the quality of care my child receives		
Answer Options	Response Percent	Response Count
Strongly Agree	45.5%	10
Agree	54.5%	12
Disagree	0.0%	0
Strongly Disagree	0.0%	0
<i>answered question</i>		<b>22</b>
<i>skipped question</i>		<b>2</b>

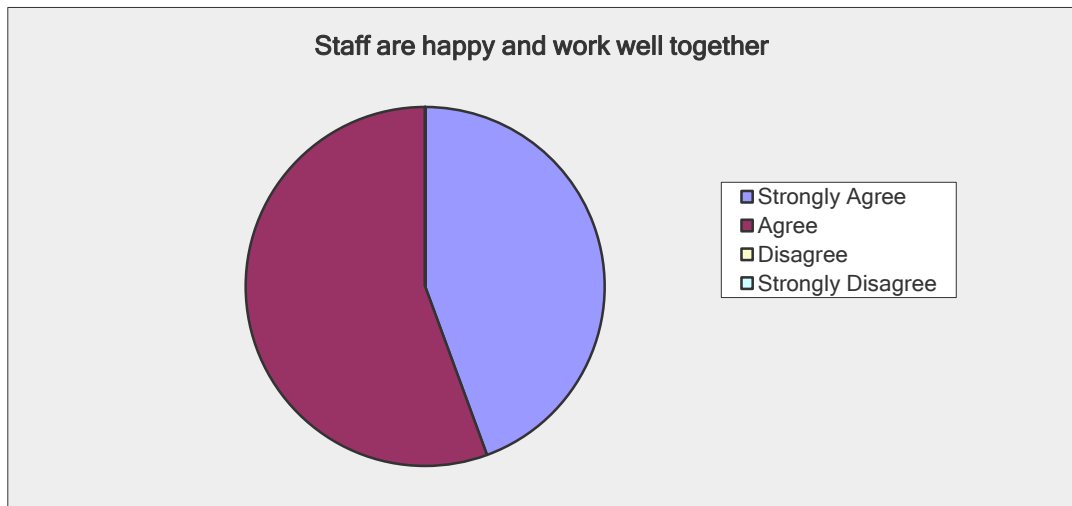


My child's interests, likes and dislikes are taken into account		
Answer Options	Response Percent	Response Count
Strongly Agree	38.1%	8
Agree	61.9%	13
Disagree	0.0%	0
Strongly Disagree	0.0%	0
<i>answered question</i>		<b>21</b>
<i>skipped question</i>		<b>3</b>



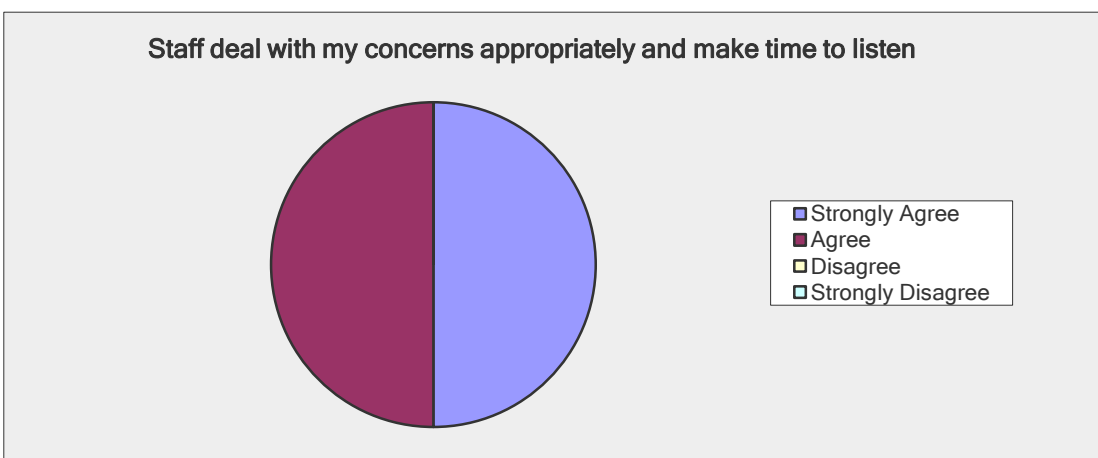
Staff are happy and work well together

Answer Options	Response Percent	Response Count
Strongly Agree	44.4%	8
Agree	55.6%	10
Disagree	0.0%	0
Strongly Disagree	0.0%	0
<i>answered question</i>		<b>18</b>
<i>skipped question</i>		<b>6</b>



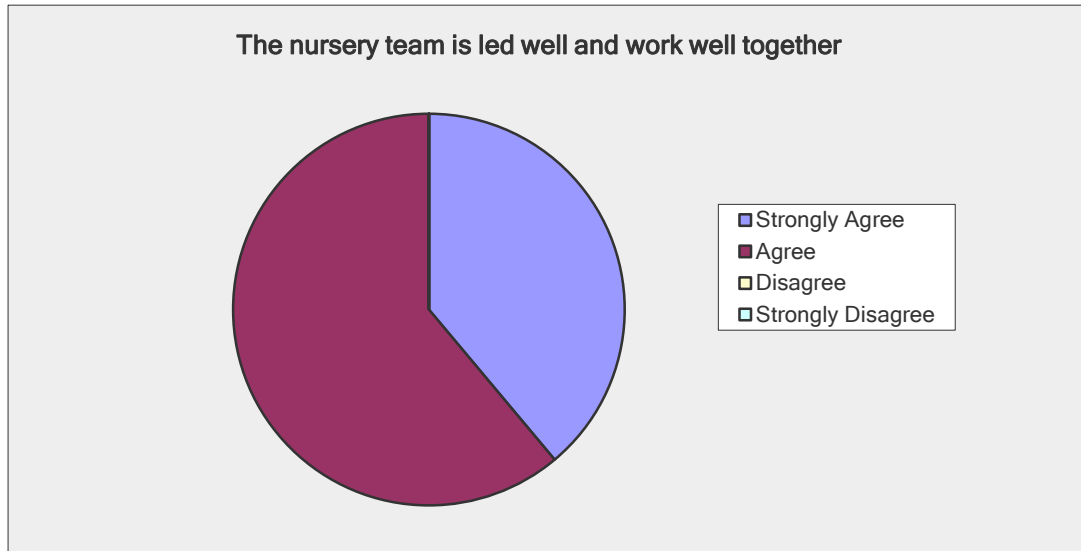
**Staff deal with my concerns appropriately and make time to listen**

Answer Options	Response Percent	Response Count
Strongly Agree	50.0%	9
Agree	50.0%	9
Disagree	0.0%	0
Strongly Disagree	0.0%	0
<i>answered question</i>		<b>18</b>
<i>skipped question</i>		<b>6</b>



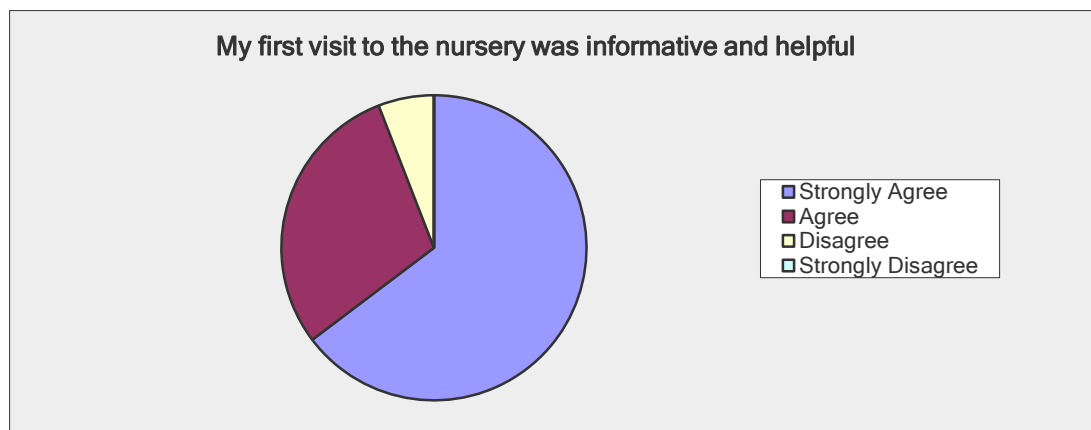
**The nursery team is led well and work well together**

Answer Options	Response Percent	Response Count
Strongly Agree	38.9%	7
Agree	61.1%	11
Disagree	0.0%	0
Strongly Disagree	0.0%	0
<i>answered question</i>		<b>18</b>
<i>skipped question</i>		<b>6</b>

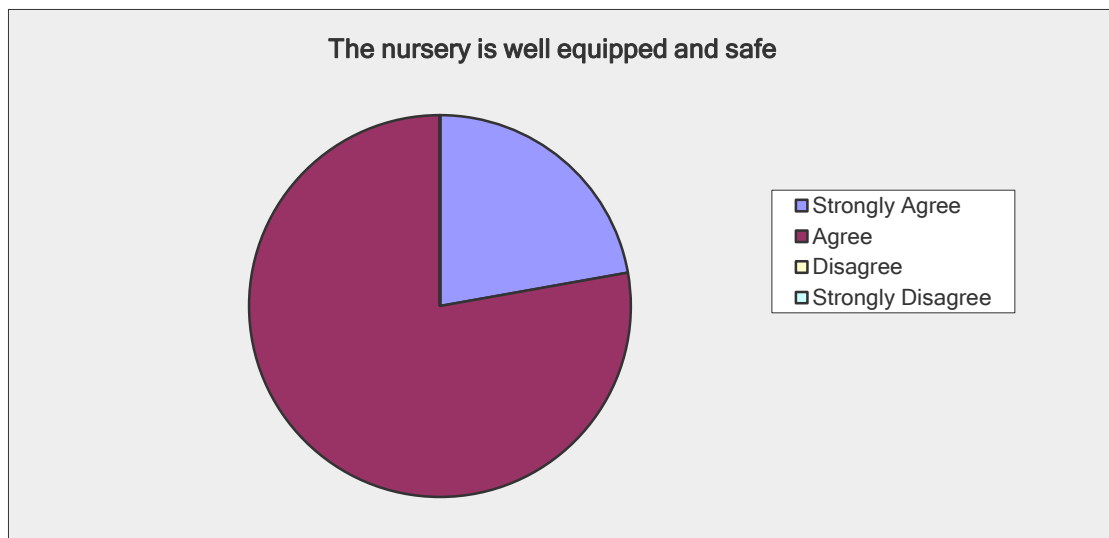


**My first visit to the nursery was informative and helpful**

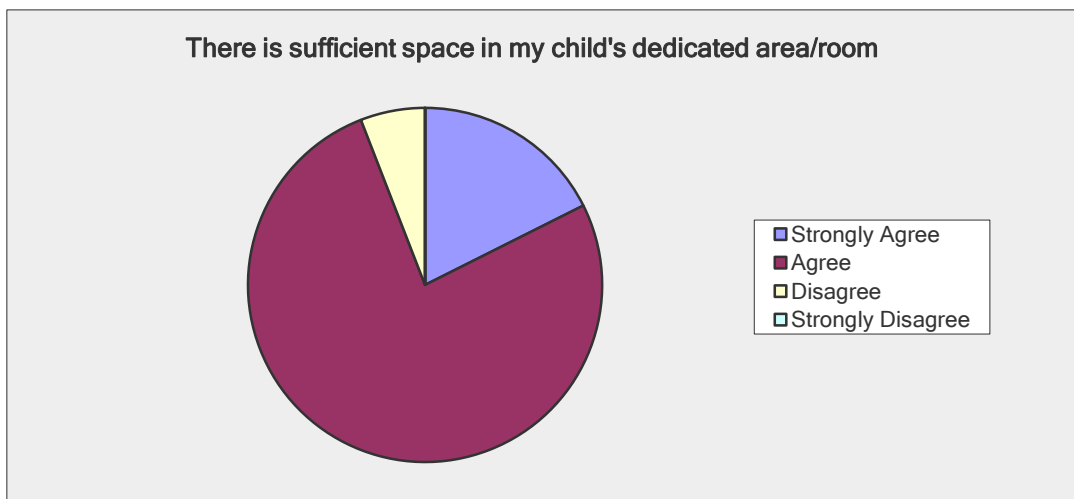
Answer Options	Response Percent	Response Count
Strongly Agree	64.7%	11
Agree	29.4%	5
Disagree	5.9%	1
Strongly Disagree	0.0%	0
<i>answered question</i>		<b>17</b>
<i>skipped question</i>		<b>7</b>



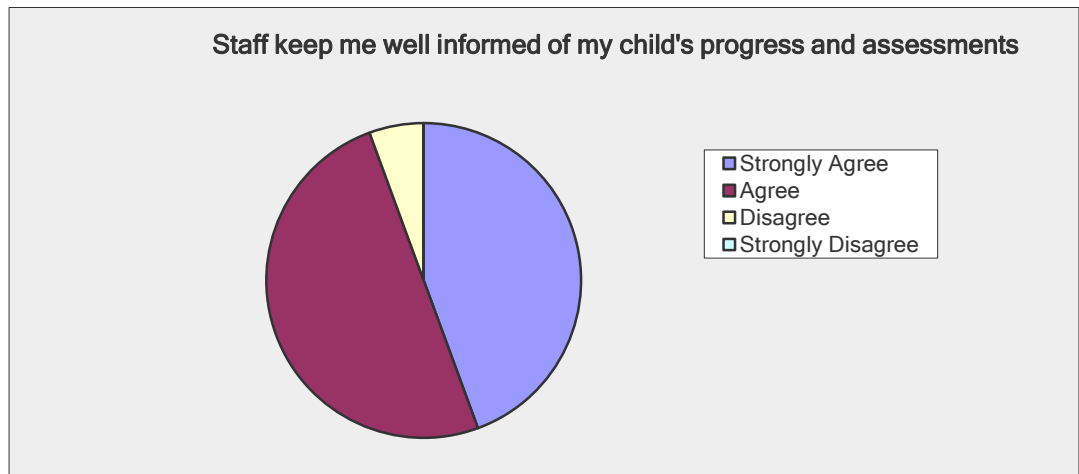
The nursery is well equipped and safe		
Answer Options	Response Percent	Response Count
Strongly Agree	22.2%	4
Agree	77.8%	14
Disagree	0.0%	0
Strongly Disagree	0.0%	0
<i>answered question</i>		<b>18</b>
<i>skipped question</i>		<b>6</b>



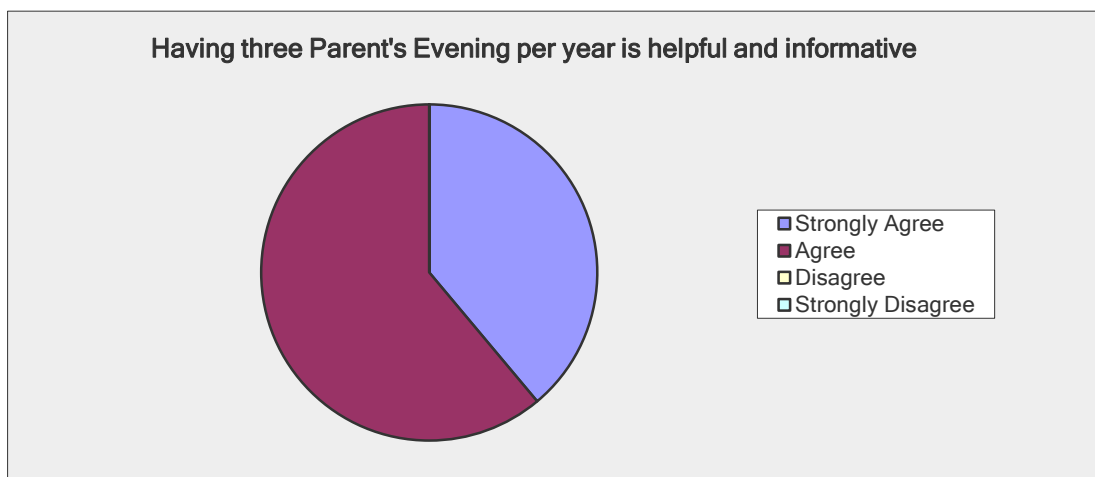
There is sufficient space in my child's dedicated area/room		
Answer Options	Response Percent	Response Count
Strongly Agree	17.6%	3
Agree	76.5%	13
Disagree	5.9%	1
Strongly Disagree	0.0%	0
<i>answered question</i>		<b>17</b>
<i>skipped question</i>		<b>7</b>



Staff keep me well informed of my child's progress and assessments		
Answer Options	Response Percent	Response Count
Strongly Agree	44.4%	8
Agree	50.0%	9
Disagree	5.6%	1
Strongly Disagree	0.0%	0
<b>answered question</b>		<b>18</b>
<b>skipped question</b>		<b>6</b>



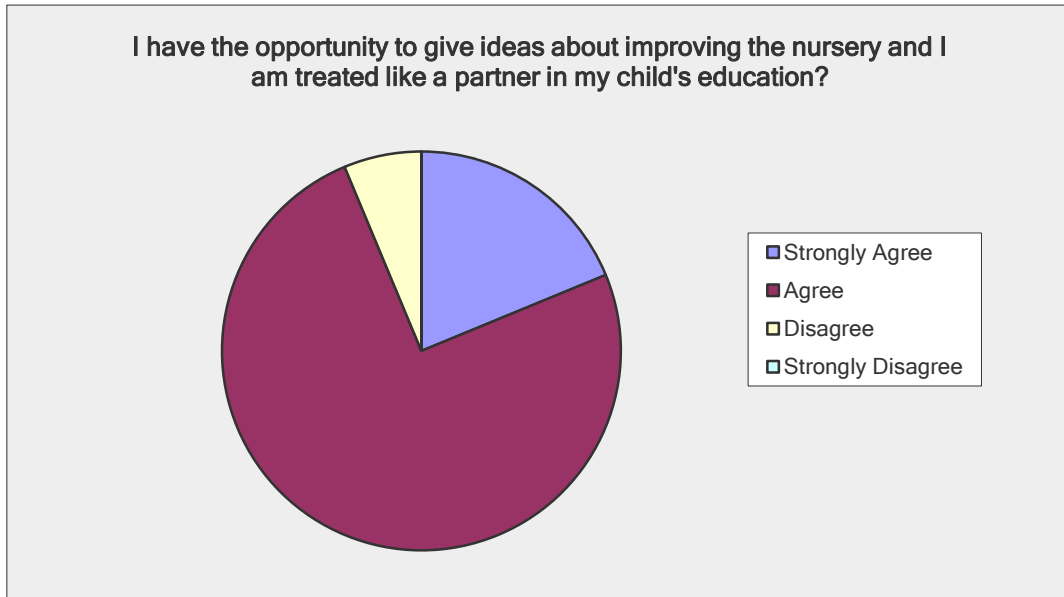
Having three Parent's Evening per year is helpful and informative		
Answer Options	Response Percent	Response Count
Strongly Agree	38.9%	7
Agree	61.1%	11
Disagree	0.0%	0
Strongly Disagree	0.0%	0
<b>answered question</b>		<b>18</b>
<b>skipped question</b>		<b>6</b>





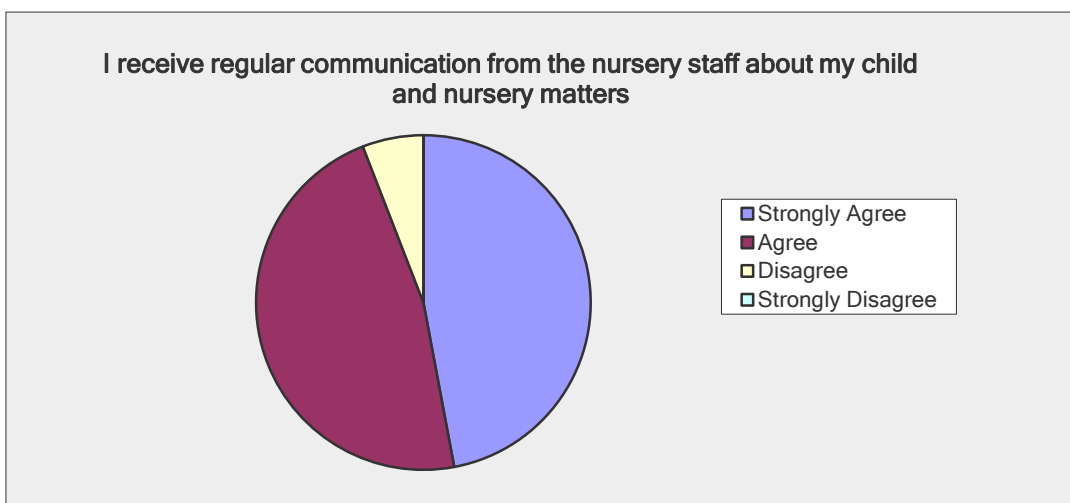
I have the opportunity to give ideas about improving the nursery and I am treated like a partner in my child's education?

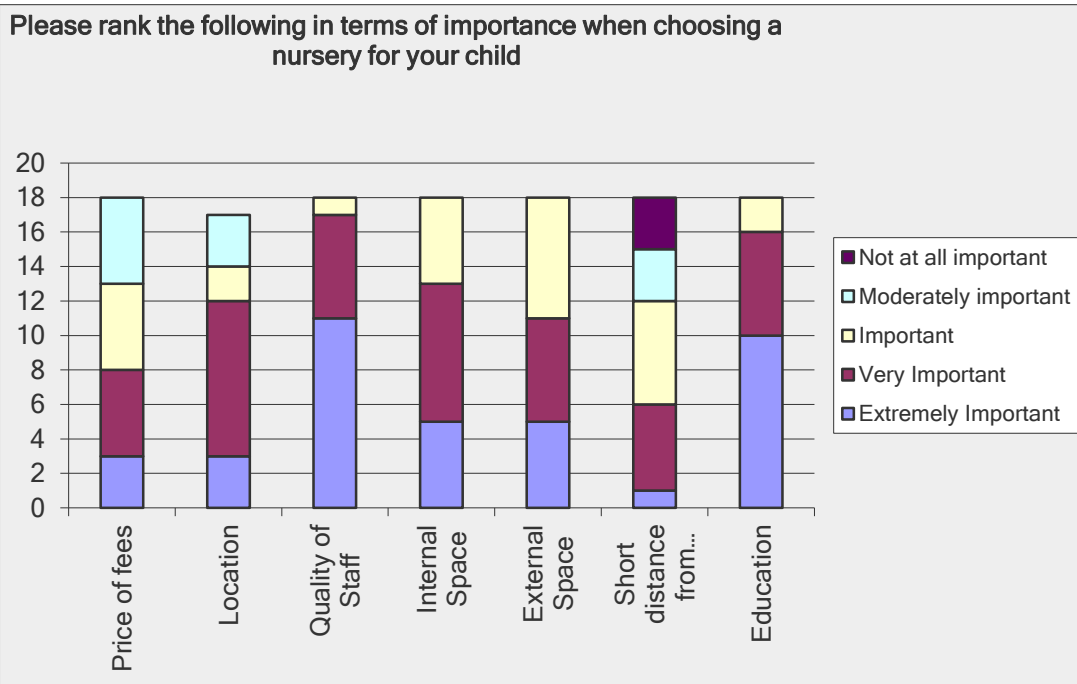
Answer Options	Response Percent	Response Count
Strongly Agree	18.8%	3
Agree	75.0%	12
Disagree	6.3%	1
Strongly Disagree	0.0%	0
<i>answered question</i>		<b>16</b>
<i>skipped question</i>		<b>8</b>



I receive regular communication from the nursery staff about my child and nursery matters

Answer Options	Response Percent	Response Count
Strongly Agree	47.1%	8
Agree	47.1%	8
Disagree	5.9%	1
Strongly Disagree	0.0%	0
<i>answered question</i>		<b>17</b>
<i>skipped question</i>		<b>7</b>



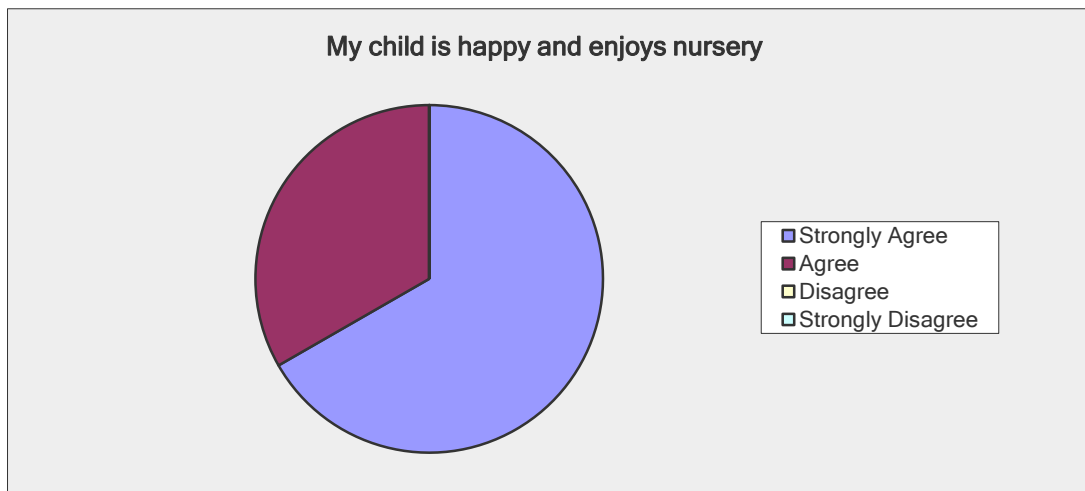


Please rank the following in terms of importance when choosing a nursery for your child

Answer Options	Not at all important	Moderately important	Important	Very Important	Extremely Important	Response Count
Price of fees	0	5	5	5	3	18
Location	0	3	2	9	3	17
Quality of Staff	0	0	1	6	11	18
Internal Space	0	0	5	8	5	18
External Space	0	0	7	6	5	18
Short distance from Wimbledon Train Station	3	3	6	5	1	18
Education	0	0	2	6	10	18
<i>answered question</i>						<b>18</b>
<i>skipped question</i>						<b>6</b>

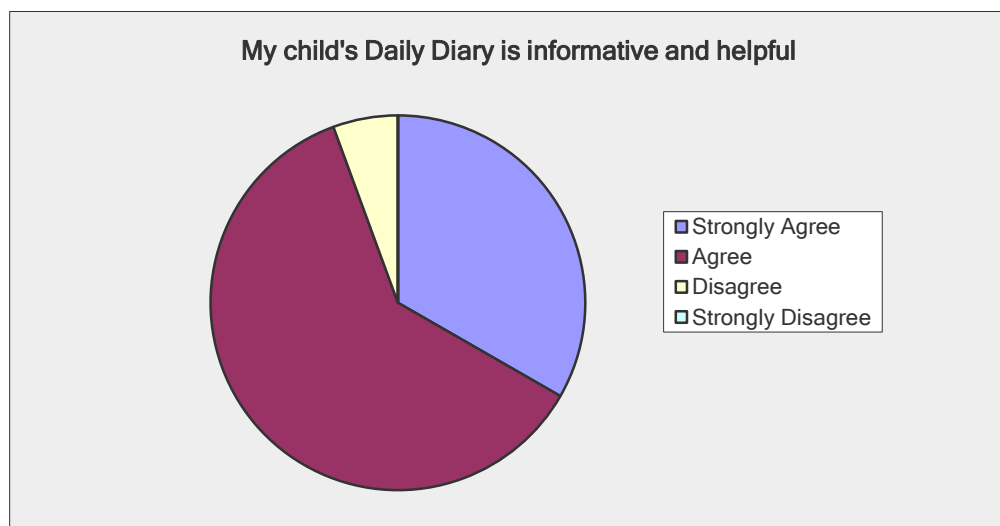
My child is happy and enjoys nursery

Answer Options	Response Percent	Response Count
Strongly Agree	66.7%	14
Agree	33.3%	7
Disagree	0.0%	0
Strongly Disagree	0.0%	0
<i>answered question</i>		<b>21</b>
<i>skipped question</i>		<b>3</b>

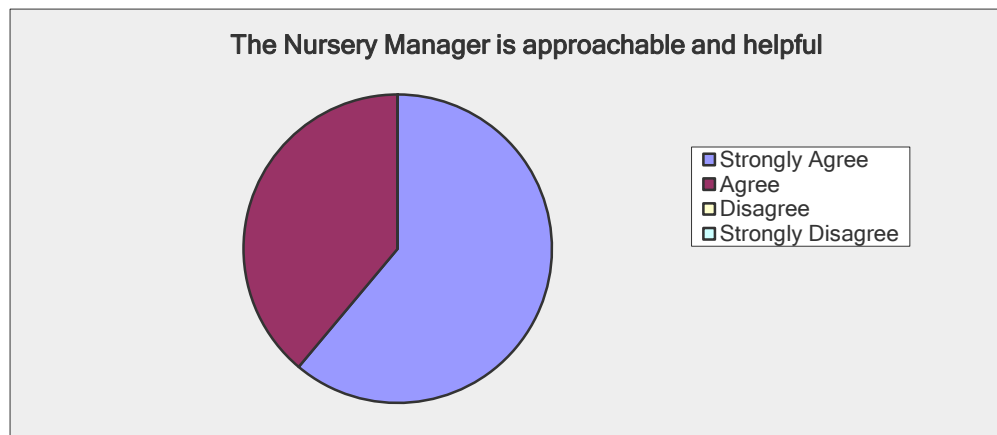


**My child's Daily Diary is informative and helpful**

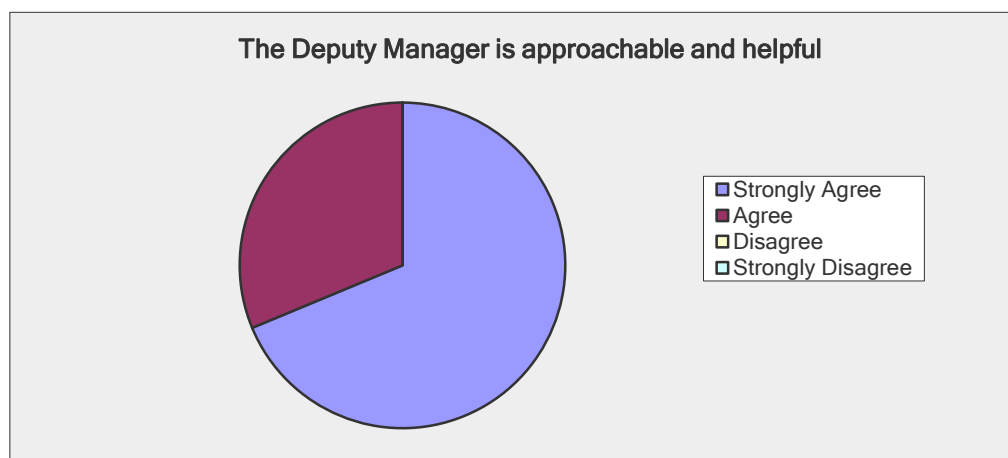
Answer Options	Response Percent	Response Count
Strongly Agree	33.3%	6
Agree	61.1%	11
Disagree	5.6%	1
Strongly Disagree	0.0%	0
<i>answered question</i>		<b>18</b>
<i>skipped question</i>		<b>6</b>



The Nursery Manager is approachable and helpful		
Answer Options	Response Percent	Response Count
Strongly Agree	61.1%	11
Agree	38.9%	7
Disagree	0.0%	0
Strongly Disagree	0.0%	0
<i>answered question</i>		<b>18</b>
<i>skipped question</i>		<b>6</b>

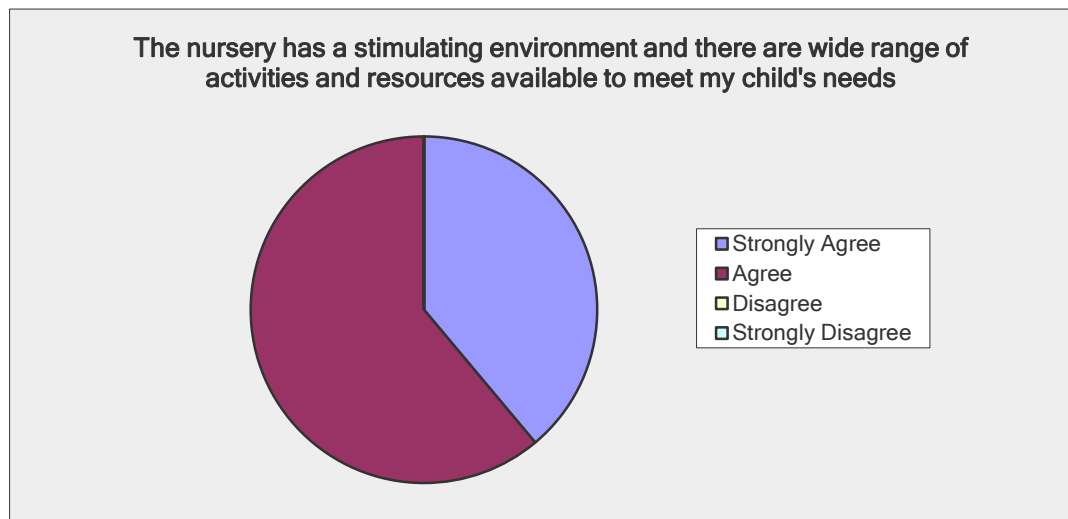


The Deputy Manager is approachable and helpful		
Answer Options	Response Percent	Response Count
Strongly Agree	68.8%	11
Agree	31.3%	5
Disagree	0.0%	0
Strongly Disagree	0.0%	0
<i>answered question</i>		<b>16</b>
<i>skipped question</i>		<b>8</b>



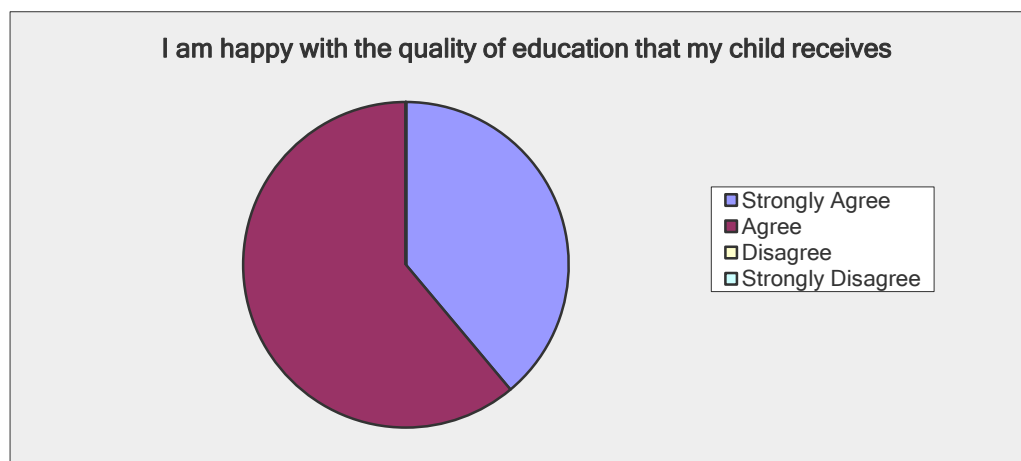
The nursery has a stimulating environment and there are wide range of activities and resources available to meet my child's needs

Answer Options	Response Percent	Response Count
Strongly Agree	38.9%	7
Agree	61.1%	11
Disagree	0.0%	0
Strongly Disagree	0.0%	0
<i>answered question</i>		<b>18</b>
<i>skipped question</i>		<b>6</b>

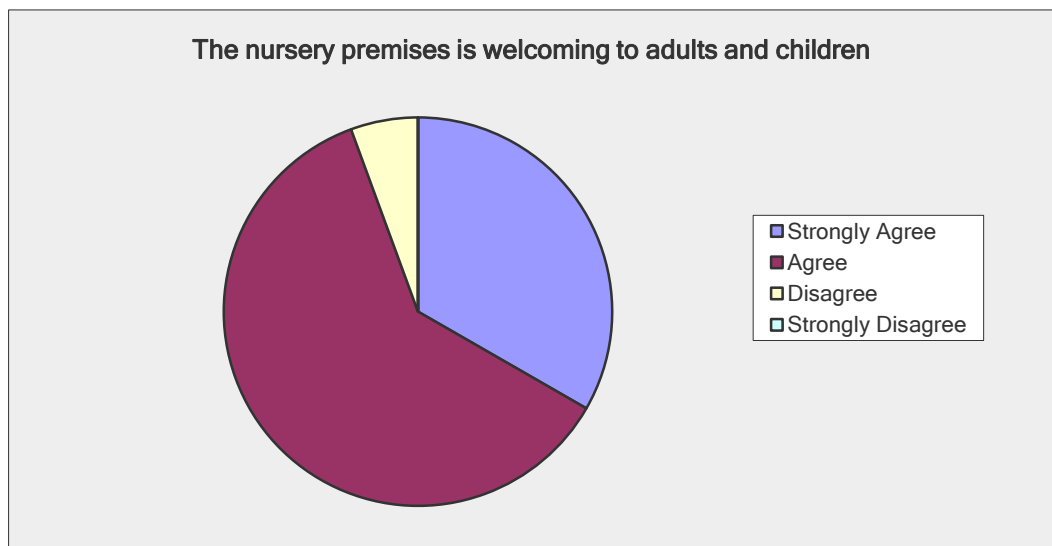


I am happy with the quality of education that my child receives

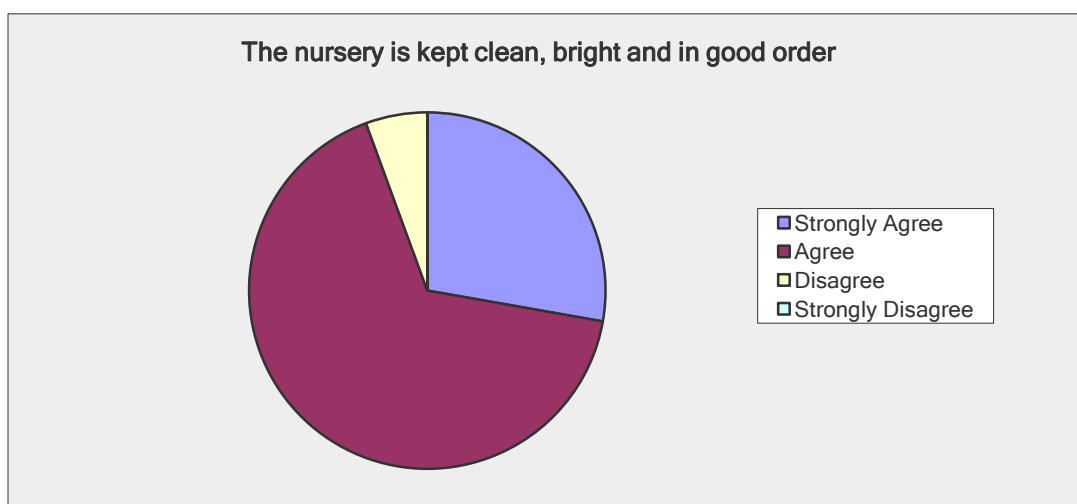
Answer Options	Response Percent	Response Count
Strongly Agree	38.9%	7
Agree	61.1%	11
Disagree	0.0%	0
Strongly Disagree	0.0%	0
<i>answered question</i>		<b>18</b>
<i>skipped question</i>		<b>6</b>



The nursery premises is welcoming to adults and children		
Answer Options	Response Percent	Response Count
Strongly Agree	33.3%	6
Agree	61.1%	11
Disagree	5.6%	1
Strongly Disagree	0.0%	0
<i>answered question</i>		<b>18</b>
<i>skipped question</i>		<b>6</b>

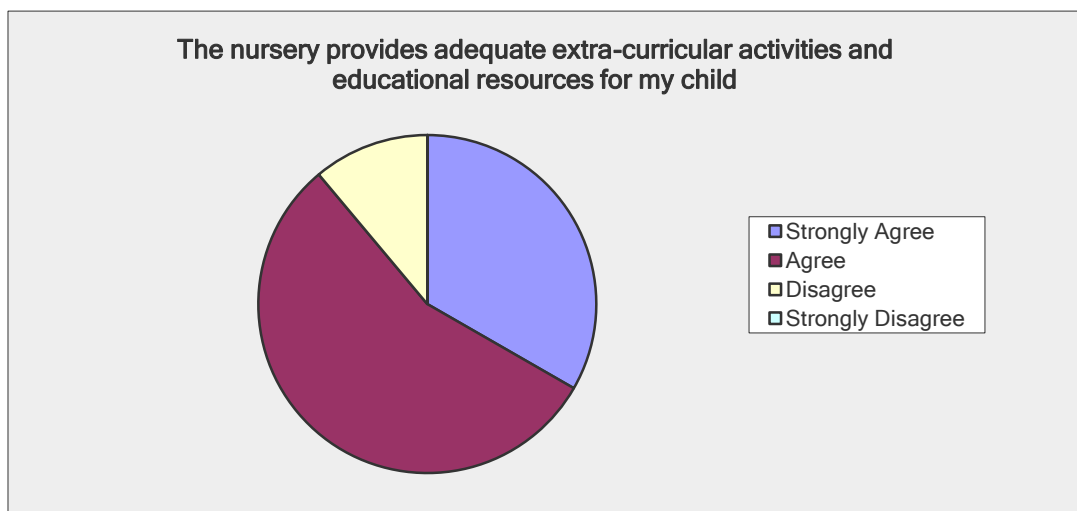


The nursery is kept clean, bright and in good order		
Answer Options	Response Percent	Response Count
Strongly Agree	27.8%	5
Agree	66.7%	12
Disagree	5.6%	1
Strongly Disagree	0.0%	0
<i>answered question</i>		<b>18</b>
<i>skipped question</i>		<b>6</b>



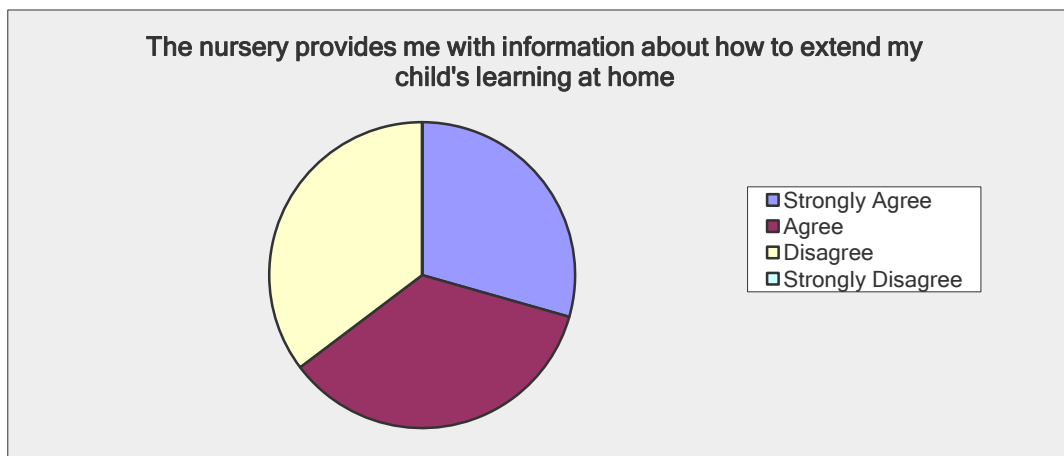
**The nursery provides adequate extra-curricular activities and educational resources for my child**

Answer Options	Response Percent	Response Count
Strongly Agree	33.3%	6
Agree	55.6%	10
Disagree	11.1%	2
Strongly Disagree	0.0%	0
<i>answered question</i>		<b>18</b>
<i>skipped question</i>		<b>6</b>

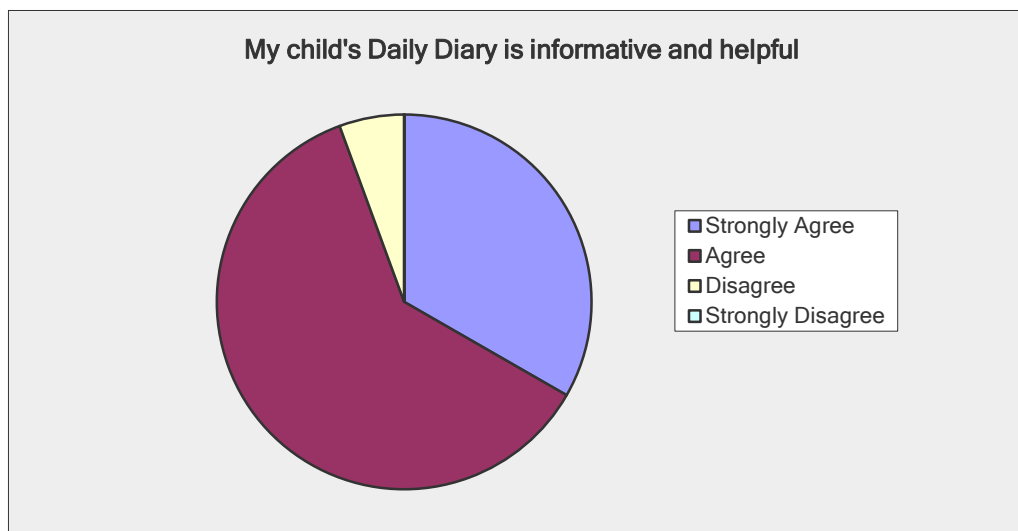


**The nursery provides me with information about how to extend my child's learning at home**

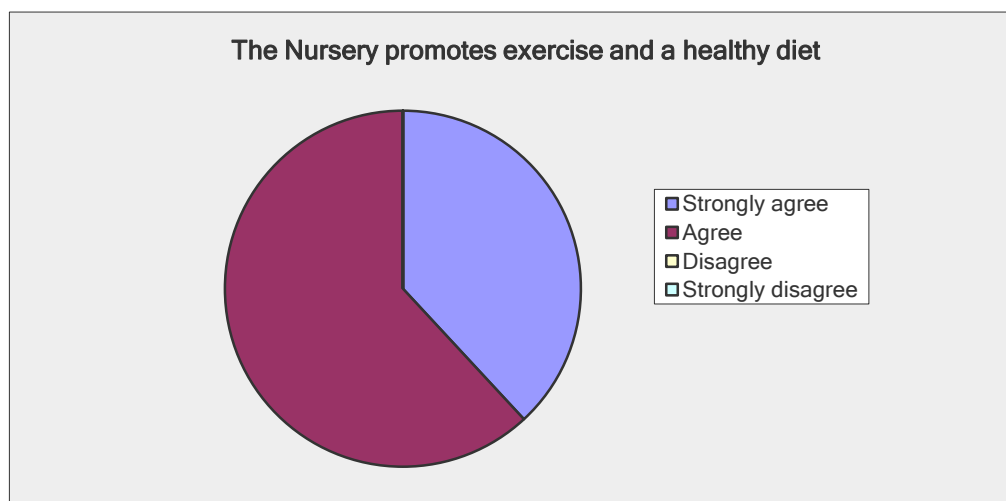
Answer Options	Response Percent	Response Count
Strongly Agree	29.4%	5
Agree	35.3%	6
Disagree	35.3%	6
Strongly Disagree	0.0%	0
Please tell us how this can be improved?		2
<i>answered question</i>		<b>17</b>
<i>skipped question</i>		<b>7</b>



My child's Daily Diary is informative and helpful		
Answer Options	Response Percent	Response Count
Strongly Agree	33.3%	6
Agree	61.1%	11
Disagree	5.6%	1
Strongly Disagree	0.0%	0
<i>answered question</i>		<b>18</b>
<i>skipped question</i>		<b>6</b>



The Nursery promotes exercise and a healthy diet		
Answer Options	Response Percent	Response Count
Strongly agree	38.1%	8
Agree	61.9%	13
Disagree	0.0%	0
Strongly disagree	0.0%	0
<i>answered question</i>		<b>21</b>
<i>skipped question</i>		<b>3</b>







Staff are competent and professional		
Answer Options	Response Percent	Response Count
Strongly Agree	38.9%	7
Agree	61.1%	11
Disagree	0.0%	0
Strongly Disagree	0.0%	0
<i>answered question</i>		<b>18</b>
<i>skipped question</i>		<b>6</b>

