Chard NNI & Schools Out



Clare House Questionnaire responses 2018

Your feedback is important to enable us to better understand and support your child's developmental pathway at Clare House. This is crucial to the future process of improvements and changes.

These are the results from your last questionnaire - 15 were returned

1. How did You hear about Clare House Nursery

Via Get set/Baby and Toddler groups (2)

From Midwife (1)

Family / friend already uses us (4)

Word of mouth/good reports (3)

Internet (1)

Work close (1)

Live locally (1)

Attended in their childhood (1)

No comment (1)

2. Why did you choose us?

Word of mouth/positive reports (7)

Best suited my child's needs (2)

Close to work (2)

Close to family (1)

Attended in their childhood (1)

No comment (1)

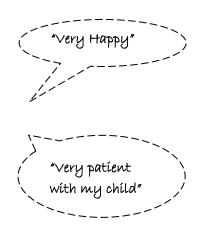
3. Were you happy with your child's settling in period?



"Seemed relaxed and not too structured"

"Clare House was the best place we felt for our child. All staff are very friendly and welcoming; it just had a good feeling compared to other places"





100% Positive feedback - Thank you, we work hard to ensure that your children settle.

4. Do you feel your child has settled well into nursery?



100% Yes all famílíes feel that their children are happy and settled well into nursery

5. Have you found the staff to be supportive and approachable?



Wow, another 100% Positive feedback Thank You this is amazing.

6. Have you found the nursery to be a welcoming and friendly place?



Everyone found us welcoming and friendly and easy to talk to

7. Have you found the parents meeting useful to discuss how your child has settled in?



All parents feel happy with this

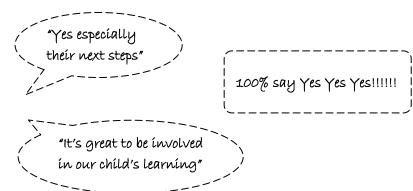
8. Are you happy with the nursery environment both indoors and outdoors?



"The nursery environment is always clean and tidy, the new garden is great."

9. Are you looking forward to being involved in your child's education and contributing to their learning journal and assessment information?





10. Do you feel that there is anything we could have changed which would have improved the settling /transition period for you and your child?



All families agreed that there child had a good settling in period.

Nothing to improve.

11. Would you be interested in joining our committee?



THREE families would like to join our committee, which is fabulous.

As this questionnaire were anonymous, please could you make yourself known to Jayne so that we can have a chat regarding the committee and your involvement. Thank you very much x

12. Does your child enjoy coming to nursery?



We were all so pleased to find out that you feel that your children enjoyed coming to nursery, everything we do at Clare House is with your child in the centre of everything.

13. Would you recommend the nursery to family and friends?



Everyone said YES so please get recommending.

Thank you x

14 Please use the space below for any additional comments that you would like to make:

the space below for any additional comments that you would like to m

loves it here and I always recommend to those that ask.

14 Please use the space below for any additional comments that you wo

Thankyou to each and every staff member for making my sons time at nursery
More enjoyable And for supporting him
throughout his Journey and learning
Hes come on lears and bounds. Thanegor' (1)

comments Definally, great place

Please use the space below for any additional comments that you would like to make:

we cannot fault clare House, from day one everyone has always been freudly of welcoming this has never changed nursary Has definitled had a big impact on our child's development the condent trank the staff evalor for this, we would definatly class alot of them as special people in his life we wouldn't he sitate in recommending anyone to clare House, everyday is made different for them, great place to send children

> We welcome all feedback, it's good to have lots of praise however we can only improve if we receive open and honest opinions based on your experiences:

We had one family who felt that the morning handover could be more personal.

We Addressed this by:

- Starting our mornings in the new Quiet/Sensory room as we felt that this room was a better environment for early mornings.
- Staff have been spoken to regards appropriate handovers and making parents feel welcomed.