



Parent/carer questionnaire Spring term 2018

**1. Banwell Buddies is a safe and secure environment**

Results: 86% strongly agree, 14% Agree

*Our response: We're really pleased to hear that you and your children feel safe at Buddies. Our recent safeguarding audit confirmed that we're keeping on top of recent legislative changes and we are always reflecting on current practices at preschool. Please do let us know if you have any concerns.*

**2. Staff are friendly, welcoming and approachable**

Results: 86% strongly agree, 14% Agree

*Our response: A large part of what we do at Buddies is building relationships with the children so we're happy that you feel welcome at Buddies. We're planning a 'meet the staff' section of our website which we will also feature on Facebook, as well as looking closely at how we communicate with our families in a 'Tone of Voice' policy.*

**3. I understand what the role of my child's key person has been**

Results: 57% strongly agree, 43% Agree

*Our response: We'd like it if everyone 'strongly agreed' to this one! So we're working on an additional document that can go in the induction packs explaining more about the role of the key worker. We'll make sure that existing parents get it too. You also get the chance to build your relationship with your child's key worker in the parent consultations three times a year.*

**4. I regularly receive information about activities and events planned for my child and ways to help or get involved.**

Results: 72% strongly agree, 14% Agree, 14% Don't know

*Our response: We launched our new newsletter format in March and hope that it helps to address this. As part of our Tone of Voice Policy work and Social Media Strategy work we are using Facebook regularly to communicate about activities taking place. Tapestry is another way you can find out more about what your child is doing every day. Please let us know if you haven't managed to activate your account yet and we can help you with this. Don't forget to like your child's posts and comment if you can!*

**5. I receive valuable information about my child's progress**

Results: 72% strongly agree, 14% Agree, 14% Don't know

*Our response: Parents are invited to three parent consultations a year and can now view their child's progress in Tapestry at any time.*

**6. I am happy with the progress my child made at Banwell Buddies**

Results: 72% strongly agree, 14% Agree, 14% Disagree

*Our response: We are concerned that there is any disagreement to this statement, even a small number. It is vital if you have any concerns about your child's progress that you talk to your child's key worker. Parents are invited to three parent consultations a year and can view their child's progress in Tapestry at any time. However, parents are also welcome to make an appointment with their child's key worker throughout the year if you have any concerns.*

**7. Staff at Banwell Buddies responded well to any concerns that I had.**

Results: 57% strongly agree, 43% Agree

*Our response: We are pleased that you feel staff respond well to concerns and would continue to encourage you to discuss any concerns you have with your child's keyworker.*

**8. The newsletters were informative and clear**

Results: 57% strongly agree, 43% Agree

*Our response: We hope that you're finding the new newsletter format helpful and informative. Please let us have any feedback you have about it, or ideas of other items we can include in it by emailing [emma@banwellbuddies.com](mailto:emma@banwellbuddies.com)*

**9. I understand how the voluntary committee supports Banwell Buddies**

Results: 14% strongly agree, 29% Agree, 57% Don't know

*Our response: We will be looking at the Committee information supplied during induction and finding ways to improve how we communicate the role of the Committee to families. You'll all be receiving an invitation to our annual AGM very soon. In anticipation of that, we're asking our committee to summarise for you what they do and tell us a little bit about their experience. We'll share that with you soon!*

**10. My child has been happy at Banwell Buddies**

Results: 86% strongly agree, 14% Agree

*Our response: We are delighted with this response. The children quickly become settled and confident in our environment which is a joy to see and support.*

**11. I would recommend Banwell Buddies to another parent**

Results: 86% strongly agree, 14% Agree

*Our response: Happiness is extremely important! We can't learn if we don't feel safe and happy and we love hearing that your children are happy being with us at Buddies. We know we're the only setting in the village and for some families that takes away the element of choice. But that does not mean that we aren't always striving for improvement and excellence. If you have any feedback or suggestions, please use our suggestions slips on our Quality Improvement board, or speak to your child's key worker.*