

Explorers Pre School Questionnaire 2018

In April 2018, the Explorers Pre School Committee sent out Questionnaires to all parents/carers/guardians of children who attend the preschool. The questionnaire was designed to find out your views about the running of the preschool and how you might like to become involved.

Questionnaire Response Summary

The results of the questionnaire are based on 20 responses. At the time the questionnaire was sent out, Explorers had 22 children registered. Therefore, we received an approx. 90% response rate. This is excellent and has provided some invaluable feedback.

Highlights

The most positive responses with “Strongly Agreeing” were to each of the following statements:-

- **18 respondents / 90% - Explorers provides a safe and secure environment for my child**
- **17 respondents / 85% - The setting provides a wonderful learning environment**
- **17 respondents / 85% - I feel my child is making progress socially and practically**
- **16 respondents / 80% - Explorers provides high quality childcare**
- **16 respondents / 80% - My child talks positively about their day at Explorers**

We were extremely pleased that the majority of respondents **85% (17) were “Very Satisfied”** and **90% (18) would recommend Explorers.**

Thanks to all those Parents/Carers/Guardians who completed the 2018 questionnaire!

Q1.

Respondents were asked a number of questions and had the choice to:-

Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
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None of the questions received a “Strongly Disagree” response.

One respondent stated that they disagreed with the statement “I am aware of who the Committee members are”. In response to this, there is information about who the committee members are within the Parent Pack when your child starts at Explorers. Please also refer to the brief intro and photo on the Committee page of the website and there are also photos of each of us on the wall in the lobby. All, except one of our committee members have children who attend Explorers, so please feel free to say hello, introduce yourself and speak to us if you have any queries.

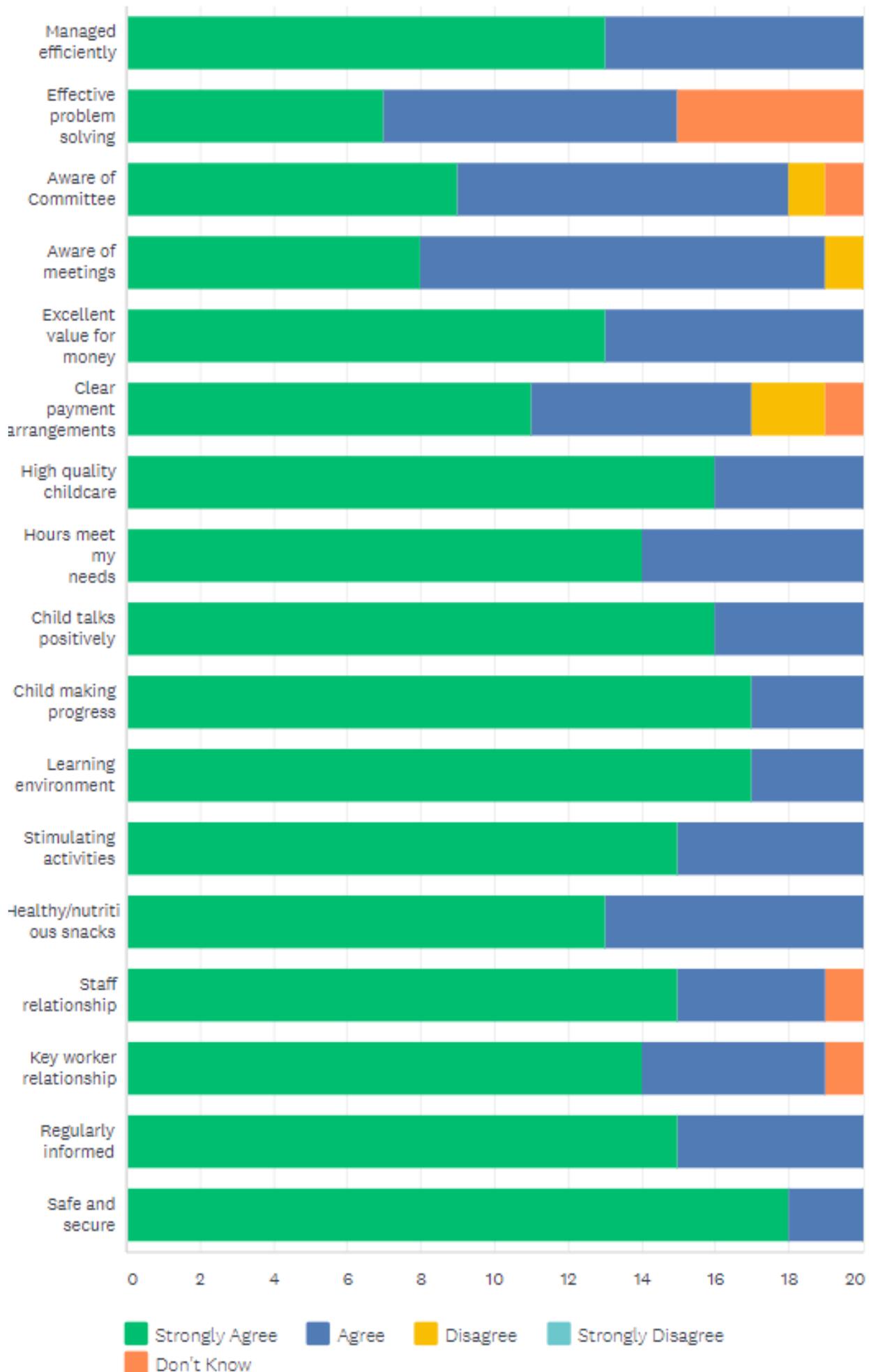
One respondent stated that they disagreed with the statement “I am aware of when the Committee meetings are held”. With regards to when the committee meetings are due to take place, these are currently detailed on the whiteboard outside the entrance to Explorers and are often publicised via the private Facebook group. If you do not have access to these means of communication, please speak to Anna and we will organise how to contact you with this information.

Two respondents stated that they disagreed with the statement “My payment arrangements are clear, I know when and how much fees I owe”. Bills are emailed to parents/carers/guardians. One document details each individual session and adds up the total number of hours. The second document splits it out with payment due date. If you wish to go through these documents, please speak to Anna or a member of the committee.

The most positive responses with “Strongly Agreeing” were to each of the following statements:-

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We were very happy with the top results, this is exactly what we would hope to provide as a Pre School setting.



	STRONGLY AGREE (1)	AGREE (2)	DISAGREE (3)	STRONGLY DISAGREE (4)	DON'T KNOW	TOTAL
Managed efficiently	65.00% 13	35.00% 7	0.00% 0	0.00% 0	0.00% 0	20
Effective problem solving	35.00% 7	40.00% 8	0.00% 0	0.00% 0	25.00% 5	20
Aware of Committee	45.00% 9	45.00% 9	5.00% 1	0.00% 0	5.00% 1	20
Aware of meetings	40.00% 8	55.00% 11	5.00% 1	0.00% 0	0.00% 0	20
Excellent value for money	65.00% 13	35.00% 7	0.00% 0	0.00% 0	0.00% 0	20
Clear payment arrangements	55.00% 11	30.00% 6	10.00% 2	0.00% 0	5.00% 1	20
High quality childcare	80.00% 16	20.00% 4	0.00% 0	0.00% 0	0.00% 0	20
Hours meet my needs	70.00% 14	30.00% 6	0.00% 0	0.00% 0	0.00% 0	20
Child talks positively	80.00% 16	20.00% 4	0.00% 0	0.00% 0	0.00% 0	20
Child making progress	85.00% 17	15.00% 3	0.00% 0	0.00% 0	0.00% 0	20
Learning environment	85.00% 17	15.00% 3	0.00% 0	0.00% 0	0.00% 0	20
Stimulating activities	75.00% 15	25.00% 5	0.00% 0	0.00% 0	0.00% 0	20
Healthy/nutritious snacks	65.00% 13	35.00% 7	0.00% 0	0.00% 0	0.00% 0	20
Staff relationship	75.00% 15	20.00% 4	0.00% 0	0.00% 0	5.00% 1	20
Key worker relationship	70.00% 14	25.00% 5	0.00% 0	0.00% 0	5.00% 1	20
Regularly informed	75.00% 15	25.00% 5	0.00% 0	0.00% 0	0.00% 0	20
Safe and secure	90.00% 18	10.00% 2	0.00% 0	0.00% 0	0.00% 0	20

Q2.

We asked respondents, **how regularly would you like to talk to staff about the progress of your child?**

The majority of respondents would like to meet **at the end of each term** to discuss their child's progress.

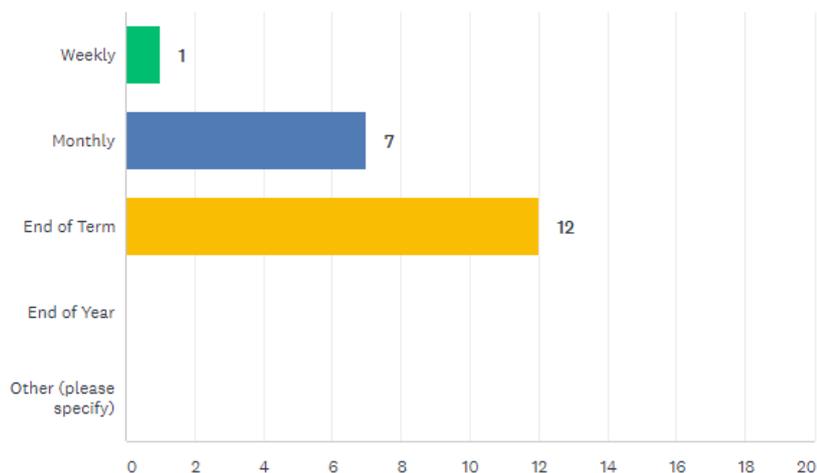
Explorers staff currently offer an open-house approach for parent/carer/guardian meetings. Therefore, parents/carers/guardians are free to discuss their child's progress and to look at their child's pathway book at any time. This approach allows staff to meet all parent/carer/guardian needs.

We also have a termly "Stay & Play" session whereby parents/carers/guardians can look at pathway books and discuss progress at the same time as staying for a play. These will be advertised on the whiteboard and Facebook group.

Anna and the committee have discussed the introduction of termly parent/key worker meetings as per the parent/teacher conferences that take place within the school setting. However, for the number of children and the additional time this would require of our staff, this could incur an additional £300 per year (approx.). In the past, the committee have also investigated an online journal system such as "Tapestry". However, again, this was a significant expense. Therefore, at present, we are unable to justify this additional expenditure and would encourage parents to take advantage of the open-house approach on offer.

How regularly would you like to talk to staff about the progress of your child?

Answered: 20 Skipped: 0

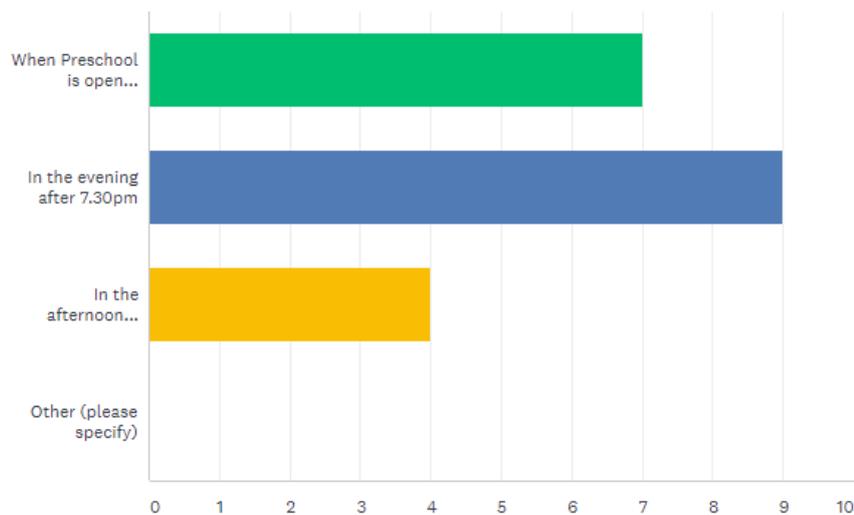


ANSWER CHOICES	RESPONSES
Weekly (1)	5.00% 1
Monthly (2)	35.00% 7
End of Term (3)	60.00% 12
End of Year (4)	0.00% 0
Other (please specify) (5)	0.00% 0
TOTAL	20

Q3.

What is the best time for you to attend Committee meetings?

Answered: 20 Skipped: 0



ANSWER CHOICES	RESPONSES
▼ When Preschool is open (9am-12pm/1pm) (1)	35.00% 7
▼ In the evening after 7.30pm (2)	45.00% 9
▼ In the afternoon before 3pm (3)	20.00% 4
▼ Other (please specify) (4)	Responses 0.00% 0
TOTAL	20

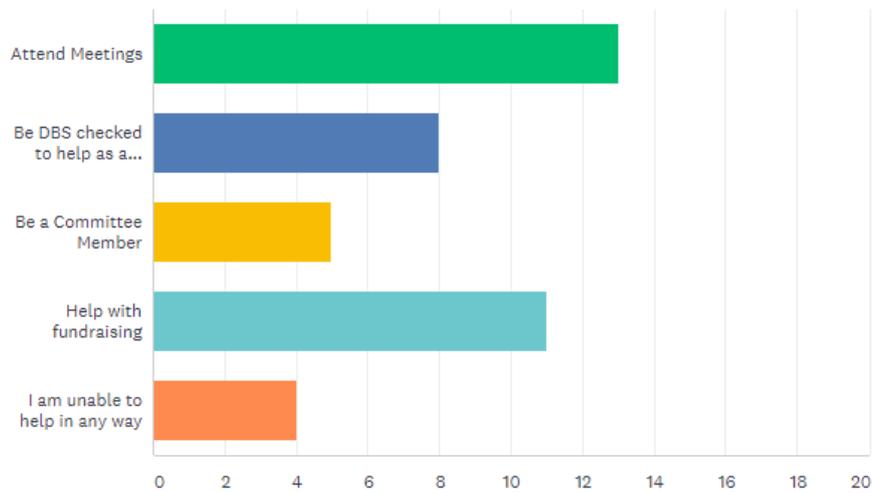
The committee meetings have been poorly attended in the last year. Therefore, the committee are keen to address this as we really need other parents to get involved and contribute ideas and help in the running of the pre school. As you are aware, a number of the existing committee are resigning due to their children leaving Explorers in Sept. Therefore, we need your active support! Please note, Explorers is a charity and must have a committee to run and meet the obligations of the Pre School Constitution.

The majority 45% of respondents stated that they would prefer to attend meetings in the evening, after 7:30pm. Meetings are currently held in the evening. 35% preferred to attend when pre school is open, so the committee will look to alternate meetings between day/evening. The only difficulty with daytime, is some committee members work and there are potential costs of hiring a venue i.e. the village hall lounge.

Q4.

How might you be able to help at Explorers?

Answered: 20 Skipped: 0



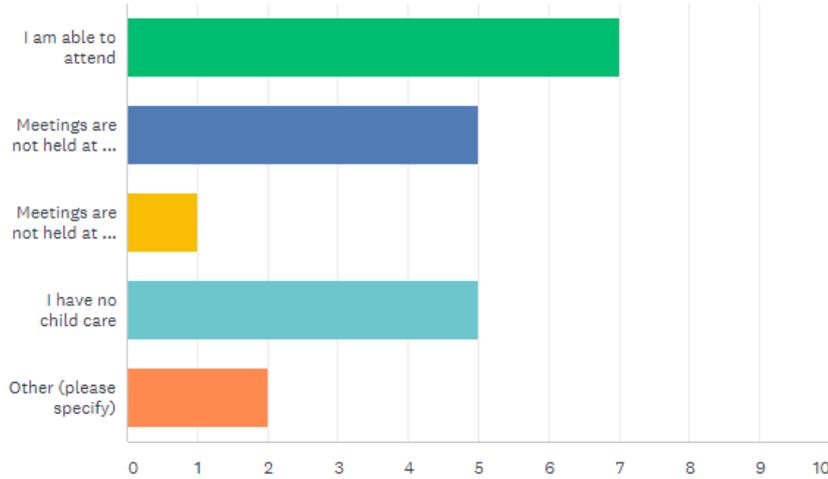
ANSWER CHOICES	RESPONSES
Attend Meetings (1)	65.00% 13
Be DBS checked to help as a volunteer with the children (2)	40.00% 8
Be a Committee Member (3)	25.00% 5
Help with fundraising (4)	55.00% 11
I am unable to help in any way (5)	20.00% 4
Total Respondents: 20	

Thank you to everyone who offered to help in the numerous ways above. As the questionnaire is anonymous, please speak to a member of the committee, Anna or email explorers.preschool@hotmail.co.uk with more details on your availability.

Q5.

If you are unable to attend Committee meetings, what is the main reason for this?

Answered: 20 Skipped: 0



ANSWER CHOICES	RESPONSES	
▼ I am able to attend	35.00%	7
▼ Meetings are not held at a convenient time	25.00%	5
▼ Meetings are not held at a convenient location	5.00%	1
▼ I have no child care	25.00%	5
▼ Other (please specify)	Responses 10.00%	2
TOTAL		20

35% of respondents stated that they “are able to attend”. 25% state that “meetings are not held at a convenient time”. As per question 3, we will look to arrange meetings on alternate day/nights to see if attendance can be improved.

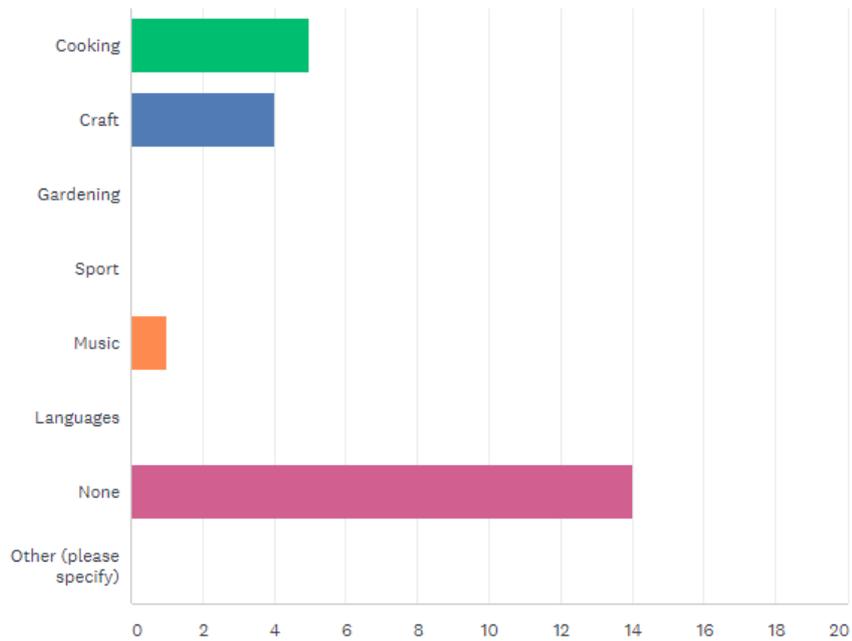
The other responses included:-

- “Work nights”
- “Sometimes I have to work”

Q6.

What skills do you have that you would be happy to offer to help Explorers?

Answered: 20 Skipped: 0



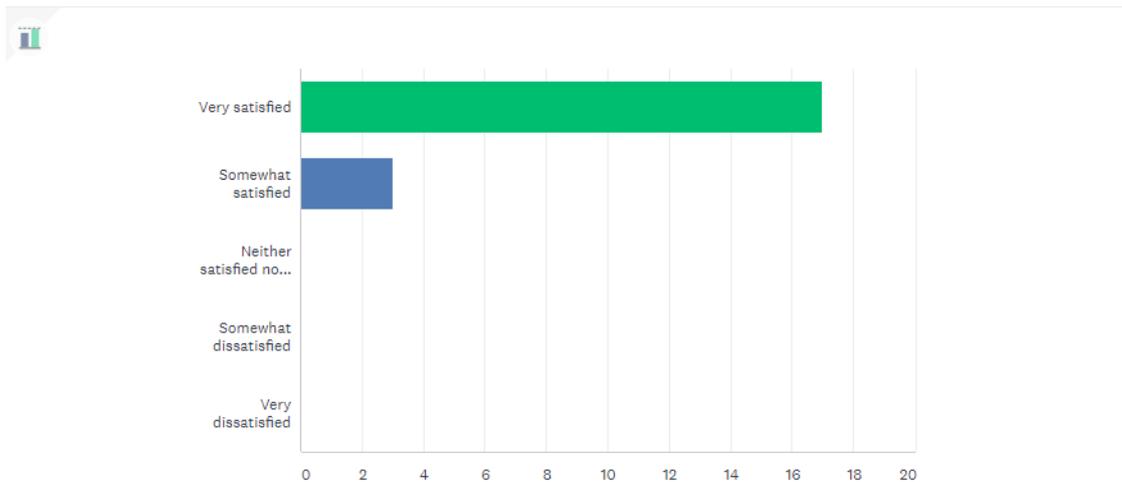
ANSWER CHOICES	RESPONSES
▼ Cooking (1)	25.00% 5
▼ Craft (2)	20.00% 4
▼ Gardening (3)	0.00% 0
▼ Sport (4)	0.00% 0
▼ Music (5)	5.00% 1
▼ Languages (6)	0.00% 0
▼ None (7)	70.00% 14
▼ Other (please specify) (8)	Responses 0.00% 0
Total Respondents: 20	

Again, thank you to everyone who offered to help in the numerous ways above. As the questionnaire is anonymous, please speak to a member of the committee, Anna or email explorers.preschool@hotmail.co.uk with more details on your availability.

Q7.

Overall, how satisfied or dissatisfied are you with Explorers?

Answered: 20 Skipped: 0



ANSWER CHOICES	RESPONSES
Very satisfied (1)	85.00% 17
Somewhat satisfied (2)	15.00% 3
Neither satisfied nor dissatisfied (3)	0.00% 0
Somewhat dissatisfied (4)	0.00% 0
Very dissatisfied (5)	0.00% 0
TOTAL	20

Q8.

How likely is it that you would recommend Explorers to a friend or colleague?

Answered: 20 Skipped: 0



DETRACTORS (0-6)	PASSIVES (7-8)	PROMOTERS (9-10)	NET PROMOTER® SCORE
0	10.00%	90.00%	90
0	2	18	

We were extremely pleased that the majority of respondents 85% (17) were “Very Satisfied” and 90% (18) would recommend Explorers.

The committee would like to take this opportunity to thank the staff for all their hard work in making the pre school a success.

Q9.

We received five comments. These mainly consisted of wonderful comments about the pre school, the staff and the wonderful progress children made whilst attending Explorers. Thank you to those parents who chose to provide this feedback. We will pass the comments and feedback to the staff and we would like to include these on the website, so that prospective parents can hear how you, as parents/carers feel about Explorers. Please may we ask that the parent who detailed her Son's concern for dress-up masks speak to Anna directly regarding this so that she and the other staff are aware of which child feels intimidated and can be mindful of this and reassure him.

Although the daily activities are written on the white board, if you do not attend to collect your child, you are not aware of what your child has done that day. I appreciate software is expensive to produce journals but it would be good to receive an update via email or perhaps a photo of the whiteboard to be posted on the Facebook page.

5/15/2018 10:44 PM

[View respondent's answers](#)

Relatively new so my answers are based on a short, but very positive experience. I'm not sure what I can offer I. Terms of skills to assist but d be happy to attend or assist in any fundraising or activities organised by Explorers.

4/24/2018 3:14 PM

[View respondent's answers](#)

Brilliant pre school very pleased with how [REDACTED] has progressed and how happy he is there.

4/21/2018 11:23 PM

[View respondent's answers](#)

I am totally happy with the care and service provided at Explorer's. My son is very settled there it seems. And he takes part in many activities. I always like to know how he has got on at the end of the day even if only very briefly and a monthly up date (or end of term at least) of my son's development and progress would be appreciated. Just to know if I can help with anything at home also. One small suggestion with regards to what the children wear to school, my son gets a little intimidated if the face is covered so maybe keeping the face uncovered during the day would be appreciated (ie...dress up masks). This isn't a criticism, merely a suggestion to help all children be fully happy when arriving and during the day at school. Thank you to both the committee and teachers for providing a lovely preschool for my son to attend. :)

4/20/2018 10:09 PM

[View respondent's answers](#)

[REDACTED] really enjoyed Explorers many years ago and [REDACTED] now loves it too. Thank you everyone for all you do to make it such a fun and happy place for the children to be.

4/20/2018 9:25 PM

[View respondent's answers](#)

Q10.

For the respondents who wished to discuss their responses, a member of the committee will be in touch following the distribution of this report.

Conclusion

The committee would like to take this opportunity to thank all of the parents/carers/guardians who completed their questionnaires. The results have been very interesting and satisfying. Despite this, the staff and committee will not become complacent, we will continue to assess and improve the service that we deliver to you as Parents/Carers/Guardians and your children.

As a start, we will examine and act upon the comments and suggestions that have been made. For those people who offered help or specified that they would like to discuss their comments, please get in touch. If you have any further comments or queries, please do not hesitate to contact a member of the committee or speak to Anna.

Thanks again, Explorers Committee