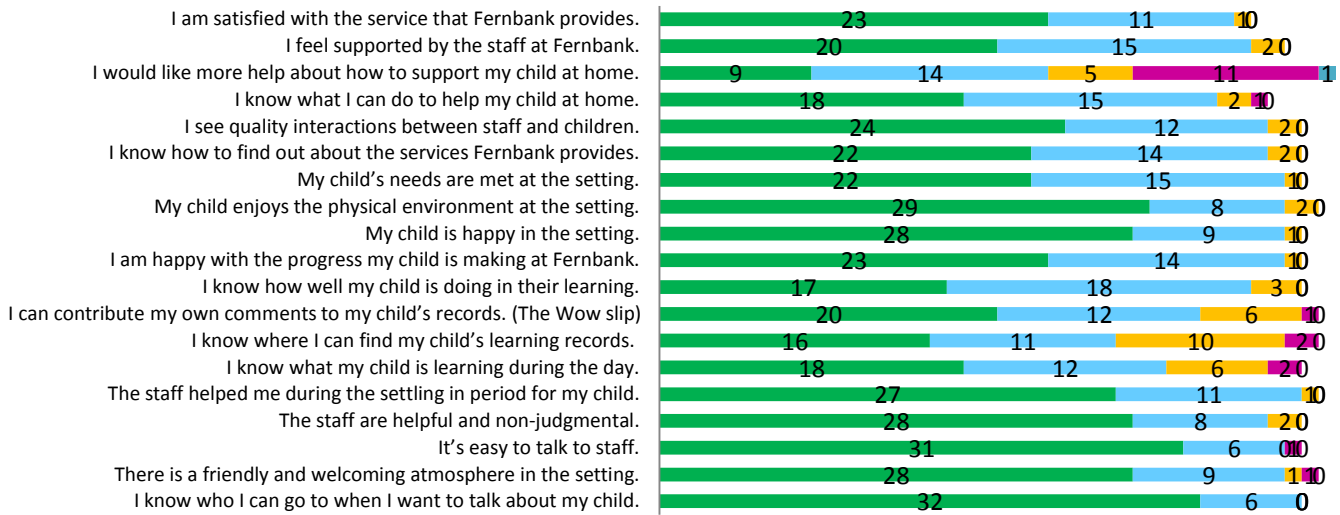




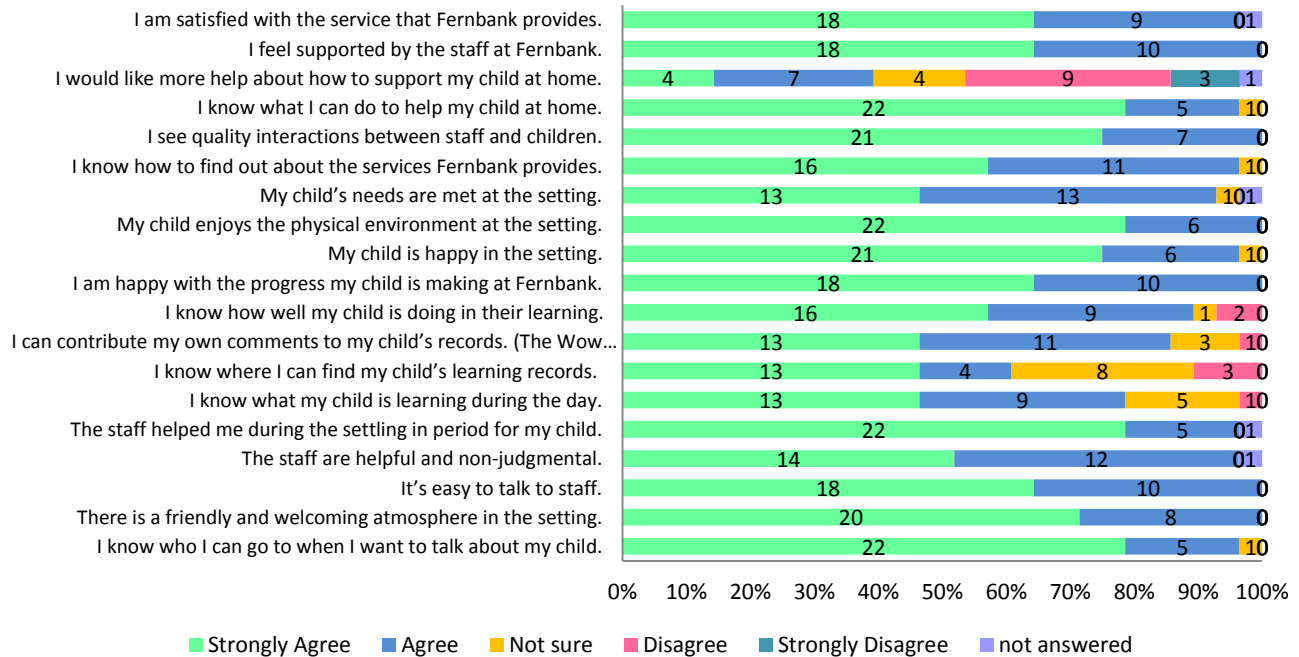
**Parental Questionnaire**  
**Results Analysis 2013, 2014**

### Parent/Carer Questionnaire Results 2013: Day-Care

■ Strongly Agree 
 ■ Agree 
 ■ Not Sure 
 ■ Disagree 
 ■ Strongly Disagree

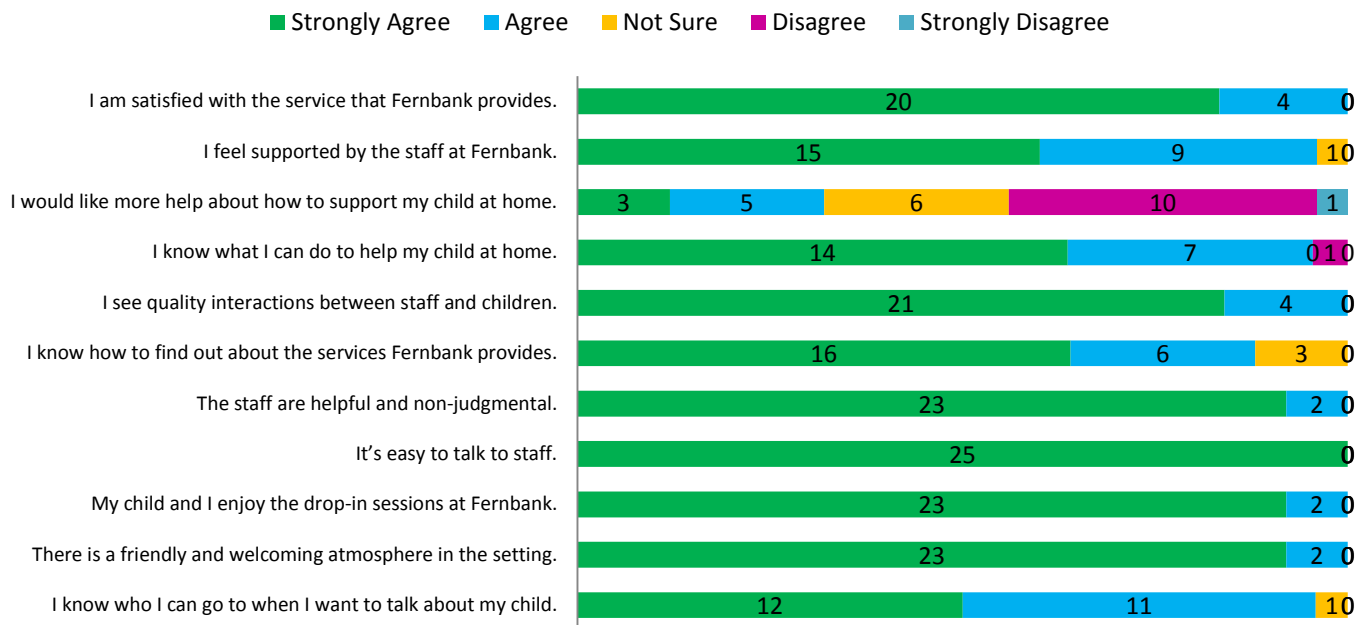


### Parent/Carer Questionnaire Results 2014: Day-Care

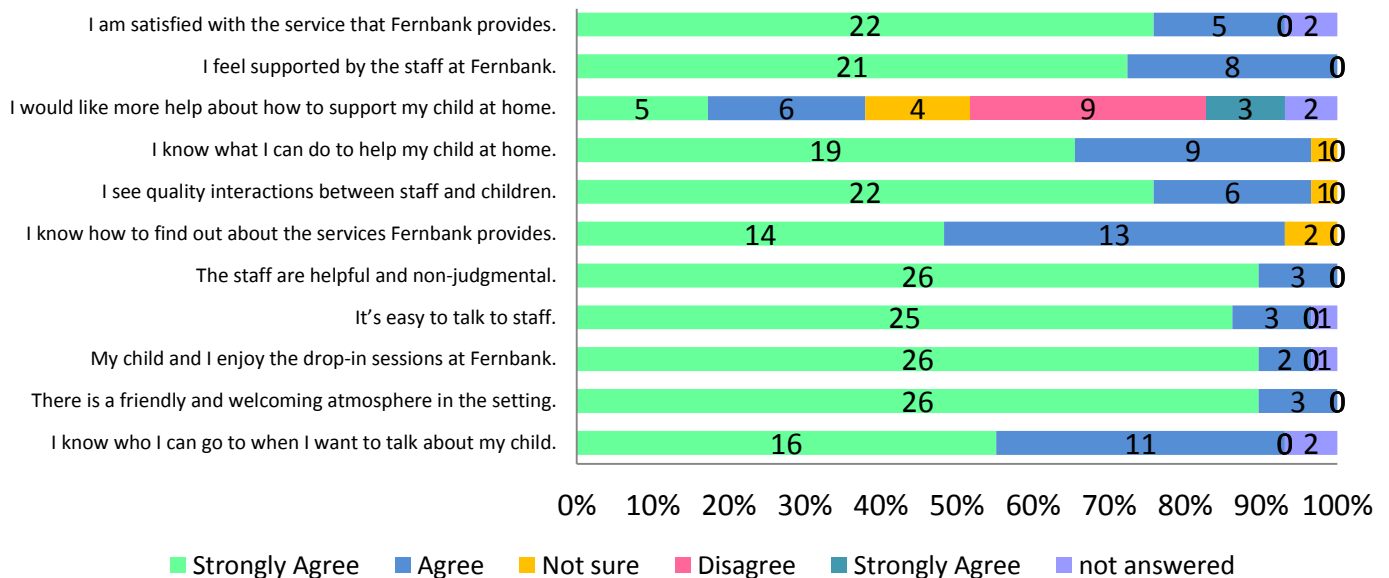


- The results are very similar from 2013 to 2014 for the day-care setting. A large proportion of parents are very satisfied with the service that Fernbank provides. 97% parents agreed that they were satisfied in 2013, compared to 96% in 2014. These proportions are largely similar when parents are asked if they feel supported by staff at Fernbank.
- When asked if parents would like more help about how to support their child at home, the results were mixed. In 2013, only 58% of parents agreed. 42% of parents stated that they did not want more help in this area. In 2014, only 39% of parents agreed that they would like more help at home, compared to 61% who did not. Large majorities of parents know what to do to help their child at home from year to year.
- Parents say that they see quality interactions between staff and children. In 2013, 95% agreed this, and in 2014, 100% agreed this.
- In 2014, Fernbank improved on the percentage of parents that *strongly* agreed that the staff helped their child during the settling in process.
- The large majority of parents know who to talk to find out about their child's progress, although we should look to improve the accessibility of children's learning records for parents. In 2013, 31% did not agree that they knew how to access their child's learning records, compared to 39% in 2014. This is an area for development in 2014-15. We have implemented ipads in the setting to improve the way in which we record observations of children. We can now look into more effective ways of sharing these with parents. This would also help to improve the number of parents who state that they do not know what their child is learning during the day (21% in 2014 and in 2013).
- In 2014, 96% of parents state that their child is happy at Fernbank, and in 2013 97% state this.

### Parent/Carer Questionnaire Results 2013: Extended Services



### Parent/Carer Questionnaire Results 2014: Extended Services



- The results are very similar from 2013 to 2014 for the Extended Services. A large proportion of parents are very satisfied with the service that Fernbank provides in the Extended Services. 93% parents agreed that they were satisfied in 2014, compared to 100% in 2013. These proportions are largely similar when parents are asked if they feel supported by staff at Fernbank.
- As with the day-care parental questionnaire results, when asked if parents would like more support at home they do not all agree. Only 38% agreed this in 2014, compared to 33% in 2013. Most parents feel that they know what to do to help their child at home.
- 100% of parents in 2013, and 97% in 2014, agreed that they see quality interactions between the staff and children in the Extended Services. Almost 100% in both years stated that they find the staff helpful, non-judgemental, and easy to talk to.
- 100% of parents in both years state that they find the centre friendly and welcoming.
- We can look to improve our advertising about the services that Fernbank provides, as although almost all parents agree that they know how to find out about them, fewer parents agreed with this as strongly as we would like.