



Results of the feedback from given out February 2019

Comments:

Very happy with how X has settled in and the welcoming friendly atmosphere

X seems to enjoy herself and there's always lots for her to do including things she doesn't get to do elsewhere.

Good contact and discussion with helpers. But other than my visit initially I can't really say what goes on, though this isn't a problem to me X is happy and talks about the helpers and children a lot.

Very happy with Ladybirds, have used it for all four children. The staff are wonderful.

Extremely happy! My child is more than happy more importantly.

SECTION 1 – QUALITY OF CARE & SUPPORT

	Strongly Agree	Agree	Disagree	Strongly Disagree
My child is happy coming to playgroup	11111	11		
Ladybirds Playgroup is a friendly and inviting place for my child	111111	1		
My child was well supported when they started playgroup	111111	1		
Ladybird Playgroup is a safe & secure place for my child	1111111			
I am happy with the quality of care my child receives	1111111			
My child enjoys the activities at playgroup	111111	1		
There are a wide range of activities available	111111	1		
My child is encouraged to be healthy and physically active	1111	111		
I feel happy about approaching staff for help & support	111111	1		
I feel comfortable approaching staff to talk about my child's needs	111111	1		
I am aware of what to do as a parent if I have concern for a child	111	111	1	
I know where to find the playgroups safeguarding policy	1111	11	1	

Comments

I would have ticked strongly agree to physical activity if I knew more of a specific physical activities.

I am really happy with X being at Ladybirds, no complaints at all but I can't say for certain about the quality of care or the encouragement to be active other than seeing the toys available. But this is not a concern for me.

Does your child have any of the following additional needs? *If no please move on to section 2*

	YES	NO
Learning difficulties		11111111
English as a first language	11	111111
Physical disability or long term medical condition		11111111
Allergies/Food intolerance	1 (no longer) 1	111111

Ladybird playgroups' response to these needs has been: (please circle a number 1=poor, 6 = excellent	1	2	3	4	5	6
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SECTION 2 – Learning & Development

	Strongly Agree	Agree	Disagree	Strongly Disagree
I am satisfied with my child's learning & development progress at Ladybirds	1111111			
I feel my child undertakes a wide range of activities	111111	1		
The keyworker assigned to my child regularly keeps me updated with their progress	1111	111	1	
Ladybirds playgroup helps my child to feel confident	111111	11		
I feel staff really know my child as an individual	111111	11		
The learning experiences my child has at the setting are at the right level for them	11111	1		
My child's learning & development is well supported by staff	111111	1		
My child is supported to fully meet their potential	11111	1		
My child is making good progress at	11111			

playgroup				
The playgroup gives me ideas on how to support my child's learning at home	111	111	1	
Playgroup encourages children to treat others kindly	1111111			
Comments				
<p>Two parents put a ? by this - My child is making good progress at playgroup</p> <p>I think I've had one official conversation on child's progress – area's I'd like more on. Not had suggestions for learning at home. Games or a fun suggestion in the newsletter might be useful, not something I need strongly.</p> <p>Staff always let me know if X has been unhappy. I see a lovely relationship she has with Andy, and I know how caring everyone is</p> <p>I feel X has made great progress and I have felt very well supported.</p>				

SECTION 3 – Staff & Management

	Strongly Agree	Agree	Disagree	Strongly Disagree
Staff keep me well informed of my child's progress	1111111			
Staff are approachable and take time to listen to me	1111111			
I am confident staff are well qualified	111111	11		
I know if my child is struggling they are being helped appropriately	1111111			
I am confident that staff will do their best to protect children from harm	1111111			
The staff are happy and work well together	1111111			
Staff deal with my concerns appropriately	111111	1		
Staff make an effort to explain what happens at playgroup	1111	111		
I receive regular communication from staff about my child	1111	111		
I am confident about who I would speak to on the committee about any issues	111111		1	
Comments				
<p>To move all answers to strongly agree I'd need regular updates on my child – maybe monthly? At the induction you hear about what happens at playgroup. Maybe the whiteboard needs to be more prominent as it has this week's activities on it?</p>				

I have always found staff communicative and available. Absolutely no concerns here.

As I haven't been coming for very long I am not sure on the procedure for any updates, and who I would speak to on the committee (other than the regular staff)

Are there any suggestions you have about how we can improve our service?

Comments

No

I really don't know as I don't have a lot of experience with an early years setting before. I am keen to look in X's book, but never seem to get a chance when picking up. Possibly a set time in the term/year to hear from them - a bit like parents evening?

Maybe a reminder of where the safe guarding policy is?

We love Ladybirds both our children thieved there. X's confidence and independence has grown massively. From my answers I would probably say feedback from the key works once a half term?

Are there any further comments you would like to share?

Comments

Everyday X asks 'am I going to Playgroup today?' She's always when we say not today.

Thank you for helping X to settle in

Happy to be part of any discussion/feedback needed post ofsted.

The only comment I would like to make is that my child absolutely loves to come to ladybirds and never wants to leave. She's happy confident and loves every member of staff with all her heart. Thank you Ladybirds for everything.