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Dear Parents and Carers

Thank you to all who took the time to complete the parental questionnaire during the summer. 33 questionnaires were completed and returned, we appreciate the time and effort taken to complete these. The questionnaire is really useful for us and is a great way to receive your views on nursery life. Many of you also took the opportunity to write comments and all the comments are appreciated. We are grateful for all the lovely positive comments and also for the suggestions and viewpoints given.

There were clear strengths identified in the happiness of the children and parents and the good relationships between the staff, parents, carers and children.

All of the suggestions for improvement and comments were encouraging and constructive, with an overwhelming majority showing great support for the fantastic staff at Pipers who work so hard every day to ensure all of the children are happy. Where there were suggestions for improvement these have been reviewed and discussed and will be implemented where appropriate.

100% of parents agreed or strongly agreed that their children were happy at Pipers, in their relationship with Pipers, were confident in speaking with staff if they had any concerns, with the amount of information they received about their children's well being and felt that parent's evenings were informative and productive, where the question was applicable.

There were areas identified for action, such as the awareness of the parents as partners' policy with 55% of parents aware of the policy and 45% unaware. 9% of parents felt that there was not enough information provided about other schools or professionals.

These responses highlight the value of the questionnaire and provide us with the opportunity to clarify the parents as partners' policy for all of our parents and carers both present and future and to investigate how or what additional information is required.

Please find a breakdown of the results of the questionnaire on the back of this letter and I have included a copy of the parents as partners policy for your information and for future parents and carers we are providing a copy with the enrolment forms.

Yours sincerely

Victoria Monsellato  
General Manager





Question	% Stongly Agree	% Agree	% Disagree	% Strongly Disagree	% Not Applicable
I feel my child is happy at Pipers	91%	9%	0%	0%	0%
I am happy with my relationship with Pipers	85%	15%	0%	0%	0%
I feel confident in speaking to the staff if I have any concerns	85%	15%	0%	0%	0%
I feel I receive enough information about my child's progress	64%	33%	3%	0%	0%
I feel I receive enough information about my child's day to day well-being	52%	48%	0%	0%	0%
I feel involved within the setting	55%	42%	3%	0%	0%
I am aware that the setting has a 'Parents as Partners' policy	30%	24%	45%	0%	0%
I feel that parent's evenings are informative and productive	61%	33%	0%	0%	6%
I find that the setting provides enough information regarding schools/other professionals	15%	33%	9%	0%	42%



## Parents as Partners Policy

Pipers aims to provide a happy, loving and secure environment for the children, until the children's parents/carers resume responsibility for them.

Parents/carers may discuss the progress of their child with a member of staff at any time. Parents/carers are kept informed of events at the Setting through newsletters and notice boards.

The staff team is committed to working in partnership with parent/carers to provide high quality, safe and stimulating care, learning, and play opportunities for children. The Setting's aims to achieve this by:

- Ensuring that parents/carers are made to feel welcome and valued in all dealings with the Setting.
- Ensuring that parents'/carers' concerns are always listened to by the Setting whenever they are raised. The Manager will ensure that parents/carers receive a prompt response from the Setting
- Making all information and records held by the Setting on a child available to their parents/carers, unless it is subject to investigation by the police or other statutory agencies.
- Ensuring that the Setting's policies and procedures are made available to parents/carers on request.
- Encouraging parents/carers to comment on the Setting's policies and procedures and we will consult them on a regular basis about the activities that are planned and provided for their children.
- Ensuring that there are regular opportunities, such as parent's evenings, for parents/carers to meet with staff and discuss their child's progress and any problems that they might be encountering.
- Ensuring that any complaints from parents/carers are dealt with swiftly and effectively in accordance with the provisions of the Complaints Procedure policy.
- Encouraging parents/carers to undertake supportive roles in the Setting, such as volunteering or participating in activities.
- Providing parents/carers with formal, and if necessary, confidential means to comment on the work of the Setting. This will include an annual questionnaire survey.
- Keeping parents/carers up to date with any changes in the operation of the Setting, such as alterations to the opening times or fee levels.
- We aim to encourage Parent's/Carer's to be involved in activities by bringing/finding things from home with their child. If a parent/carer has a particular hobby or skill that would be of interest to the children, we welcome them to come to the Setting to give a presentation/demonstration to the children.