

ANALYSIS OF PARENT QUESTIONNAIRE SPRING 2015

Thanks to everyone who completed and returned our Parent Survey. Please find detailed below our Parent's views

<b>Bumblinos</b>	10.20%	5
<b>Bumbletots</b>	14.29%	7
<b>Bumbilos 1</b>	12.24%	6
<b>Bumbilos 2</b>	12.24%	6
<b>Bumbleers</b>	20.41%	10
<b>Play Station</b>	16.33%	8
<b>Kids Club 1</b>	26.53%	13
<b>Kids Club 2</b>	14.29%	7

In considering their **overall satisfaction** with the service provided at Bumbles, our parent's indicated:

not satisfied	fairly satisfied	mostly satisfied	extremely satisfied	Total
0.00% 0	4.08% 2	14.29% 7	81.63% 40	49

- We are very happy with the care our little one is getting. She is coming home very happy!*
- We are extremely satisfied with the care our child receives. The staff, activities and overall environment are all excellent.*
- Would value brief feedback at the end of each session re child's activity/ contentment*
- I would like to see more communication to all parents over the intended changes to the menu and exact ingredients used.*
- My son attends Breakfast Club and the staff are always so pleasant and welcoming, especially Meta who seems to have a fantastic relationship with all the children who attend.*
- Excellent staff very caring*

In considering the range of **indoor activities** / variety and amount of equipment our parent's felt:

not satisfied	fairly satisfied	mostly satisfied	extremely satisfied	Total
0.00% 0	6.12% 3	22.45% 11	71.43% 35	49

- Patrick does so many different things in bumbles- painting, sand tray, water tray. He especially enjoys dress up and playing with the dinosaurs and the toy prams. He is very stimulated and entertained in bumbles*
- Great range of equipment available.*
- Lots of indoor activities which keep our child entertained...suitable toys, art and crafts, story time and great personal play and entertainment provided by the staff.*
- From what I hear each day there always seems to be plenty of activities*
- My child loves to be busy and is very happy in the tots room. There seems to be a reasonable variety of toys and the staff are good at organizing activities. I do observe though that he is very tired by the end of the day. At home he plays a lot but will sometimes opt to take a rest on the sofa for 10 minutes or so. It is good that the staff take the lunch time sleep time seriously but I often think that the tots might benefit from bean bags or soft spots to snuggle up and take a rest for a few minutes every now and again. Especially for those tots who start early and leave late.*

In relation to our **outdoor activities** / the amount and variety equipment provided, our parents said:

not satisfied	fairly satisfied	mostly satisfied	extremely satisfied	Total
0.00% 0	6.12% 3	36.73% 18	57.14% 28	49

- Patrick loves playing in the yard outside which has great facilities and is very safe. Patrick also recently went on a visit to the farm which he really enjoyed and we really appreciated his being included*
- There seems to be a good variety of equipment games & activities. It's good that there are outside groups coming in like the paramedics, play ball etc.*
- Outdoor toys/trucks and play frame seem to provide lots of fun. Delighted Playball has been introduced again.....and look forward to hearing all about the forthcoming trip to streamvale farm.*
- Again, maybe children do a lot outside but don't get specific feedback about activities and my children don't tell me!*
- Good equipment is provided in the limited outdoor space. We have been especially pleased at the recent number of events for the children, eg fire engine and ambulance visits, playball and the farm visit, great ideas!*
- Good activity equipment at Bumbles, however, at Play Station there is less outdoor equipment.*
- I am not sure of all outdoor activities but the kids seem quite happy-the older group seem to play amongst themselves outside but I imagine they enjoy this.*
- I think that the children could spend more time outside. It seems that there are days when they don't go out at all, but my child loves to go outside and when he is at home he spends time in the garden or park every day, even on wet days. Parents should provide the necessary clothes/shoes so that they can go out in poorer weather*

In relation to their **child's development** in the following areas our parents indicated:

	not satisfied	fairly satisfied	mostly satisfied	extremely satisfied	Total
<b>Emotional</b>	0.00% 0	4.08% 2	22.45% 11	73.47% 36	49
<b>Physical</b>	0.00% 0	0.00% 0	34.69% 17	65.31% 32	49
<b>Language</b>	0.00% 0	2.04% 1	22.45% 11	75.51% 37	49
<b>Social</b>	0.00% 0	2.04% 1	20.41% 10	77.55% 38	49
<b>Intellectual</b>	0.00% 0	6.12% 3	16.33% 8	77.55% 38	49

- We are more than happy with Patrick's development in bumbles. His speech continuer to improve all the time, he is learning new skills through playball and other games. Most importantly he is learning how to play with and relate to others in a safe and stimulating environment. Patrick has great friends in bumbles which is very nice to see*
- Given that we don't always see these activities in practice it's quite hard to comment, but in terms of development and how much both children enjoy their Bumbles/Kids Club experiences we are extremely satisfied.*
- We are happy with all areas mentioned above.*
- I think Bumbles does a great job in all these areas.*

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5. *I would like more individual attention to each child but realise that this may not be practical in a nursery environment. I would perhaps encourage more story reading in the afternoon to encourage their language development.*
6. *We are extremely satisfied with the effort that staff put into the development of my children. I appreciate in particular the amount of attention given to Lucas in settling into Playstation and Breakfast Club and the staff have been excellent in helping him adjust, as it was a massive change for him. This means so much to us as parents as we cannot be there at those times.*
7. *I had a few concerns at one point but after discussion with staff I felt much happier.*
8. *I think most these are not particularly relevant to my children's development at the age they are now, in full time school.*
9. *N/a My child only attends Breakfast Club*
10. *I think that they should be taken outside every day, even if it's just for a short while on rainy days.*

When asked about our attention to **Health & Safety** at Bumbles, our parents replied:

	not satisfied	fairly satisfied	mostly satisfied	extremely satisfied	Total
<b>Staff : Child Ratio</b>	4.08% 2	0.00% 0	18.37% 9	77.55% 38	49
<b>Level of supervision</b>	2.04% 1	0.00% 0	14.29% 7	83.67% 41	49
<b>Notification / Recording Accidents</b>	0.00% 0	2.04% 1	10.20% 5	87.76% 43	49
<b>Handling of medicine</b>	0.00% 0	2.04% 1	8.16% 4	89.80% 44	49
<b>Safety of environment</b>	2.04% 1	0.00% 0	10.20% 5	87.76% 43	49
<b>Safety of equipment</b>	0.00% 0	0.00% 0	8.33% 4	91.67% 44	48
<b>Sickness Policy</b>	0.00% 0	6.38% 3	19.15% 9	74.47% 35	47
<b>Menu</b>	4.26% 2	12.77% 6	34.04% 16	48.94% 23	47

1. *We are totally satisfied with the health and safety arrangements in bumbles and with the attitude of all staff towards health and safety*
2. *The menu could be more varied. Ingredients could be made available to parents*
3. *Would prefer more rice/pasta based dishes eg: spaghetti bolognaise, mild currys, soups such as tomato & pepper/butternut squash/lentil etc. would prefer something other than the pasta with gravy option instead of potatoes.*
4. *In the past, sometimes the tots room appeared extremely busy first thing in the morning before movement to upstairs rooms, although this is only an observation and we have no specific complaints. Would perhaps like to see a little more variety of fish on the menu.*
5. *We always feel that our daughter is safe and happy at Bumbles*
6. *Not sure that the 3:1 staff ratio is adhered to at all times.*
7. *Our daughter Jasmine is extremely fussy with her eating but she has been allowed to bring an extra nut free snack. I do worry that she does not eat anything all afternoon.*
8. *N/a My child only attends Breakfast Club*
9. *H&S is very well documented and managed and any minor incidents which will inevitably happen with young children is always well managed from my experience..*
10. *I appreciate that the kitchen is very busy and that a small team produces food for a lot of children. However I don't think that using tins of soup in meals is very healthy as most tins of soups are high in sugar and salt.*

11. *Perhaps when it is clear a number of children don't like a certain food it shd be removed from the menu and replaced with something else.*

With regard to our dedicated **staff team** at Bumbles , our parents felt that:

	not satisfied	fairly satisfied	mostly satisfied	extremely satisfied	Total
<b>All Staff being</b>	0.00% 0	4.08% 2	8.16% 4	87.76% 43	49
<b>Information about</b>	0.00% 0	6.12% 3	6.12% 3	87.76% 43	49
<b>Attention toward you</b>	0.00% 0	8.16% 4	8.16% 4	83.67% 41	49
<b>General attitude of</b>	0.00% 0	2.04% 1	12.24% 6	85.71% 42	49
<b>Staff qualifications</b>	0.00% 0	0.00% 0	14.29% 7	85.71% 42	49
<b>Continuity of care /</b>	0.00% 0	2.04% 1	16.33% 8	81.63% 40	49
<b>Communication in</b>	0.00% 0	6.12% 3	18.37% 9	75.51% 37	49

1. *The staff are the best asset of the crèche. They are all extremely warm, caring and professional. We have most contact with Alex, Becka and Kerrie all of whom are exemplary in their dealings with Patrick and with us*
2. *Very happy with the staff in bumbelos 2. They are upbeat, very approachable, knowledgeable and genuinely seem to care for the children & enjoy their job. This means so much to us. Please pass on our feedback to the three girls.*
3. *The staff are exceptional.....very attentive to our childs needs, continuously friendly and very approachable. Very pleased with the attention to detail provided in the regular reports we receive from Kerrie on our childs development.*
4. *Staff are always very accommodating and proactive in sharing information as necessary. Professional and caring.*
5. *The Bumbles staff are terrific and our daughter loves them!*
6. *The staff who work directly with the children are brilliant. They are extremely caring and go beyond merely looking after the kids. Doreen in particular is a fantastic asset and her attitude and enthusiasm sets a positive tone for the rest of the staff and for the children.*
7. *As stated above all staff at Breakfast Club are very welcoming (Meta, Vicky & Miriam normally) and I feel this provides a great start to my child's school day.*
8. *You could not ask for a nicer group of people to be looking after your child.....*
9. *I believe that the most important aspect of any room in bumbles are the staff who look after the children. I think Samantha is wonderful and so in tune with the children. I also think Rachel is great.*
10. *The staff are all fantastic in every way.*

When asked about **communication** between Bumbles and parents, our parents replied:

	not satisfied	fairly satisfied	mostly satisfied	extremely satisfied	Total
<b>Access to staff</b>	0.00% 0	0.00% 0	10.20% 5	89.80% 44	49
<b>Access to Manager</b>	0.00% 0	4.08% 2	10.20% 5	85.71% 42	49

<b>Access to Proprietor / Registered Person</b>	<b>0.00%</b> 0	<b>6.12%</b> 3	<b>10.20%</b> 5	<b>83.67%</b> 41	49
<b>Knowledge of staff team</b>	<b>0.00%</b> 0	<b>2.04%</b> 1	<b>16.33%</b> 8	<b>81.63%</b> 40	49
<b>Information given when settling in</b>	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>10.42%</b> 5	<b>89.58%</b> 43	48
<b>Access to Policies and Procedures</b>	<b>0.00%</b> 0	<b>4.08%</b> 2	<b>10.20%</b> 5	<b>85.71%</b> 42	49
<b>Information about Policy / Procedure</b>	<b>0.00%</b> 0	<b>2.04%</b> 1	<b>16.33%</b> 8	<b>81.63%</b> 40	49
<b>Knowledge of changes within the</b>	<b>0.00%</b> 0	<b>2.04%</b> 1	<b>26.53%</b> 13	<b>71.43%</b> 35	49
<b>Parent or Room Notice Boards</b>	<b>0.00%</b> 0	<b>10.20%</b> 5	<b>18.37%</b> 9	<b>71.43%</b> 35	49
<b>Periodic Bulletins</b>	<b>2.04%</b> 1	<b>6.12%</b> 3	<b>12.24%</b> 6	<b>79.59%</b> 39	49
<b>Use of Email, in particular E-Invoicing</b>	<b>2.04%</b> 1	<b>2.04%</b> 1	<b>16.33%</b> 8	<b>79.59%</b> 39	49
<b>Website</b>	<b>2.04%</b> 1	<b>8.16%</b> 4	<b>18.37%</b> 9	<b>71.43%</b> 35	49
<b>Use of Social media</b>	<b>2.33%</b> 1	<b>16.28%</b> 7	<b>18.60%</b> 8	<b>62.79%</b> 27	43

1. *Communication is excellent. We have always found staff and management to be contactable, approachable and extremely helpful and accommodating. I'm particularly impressed at the extra steps that are taken to encourage communication and encourage engagement between staff and parents, like the Christmas and summer parties and the planned coffee evening*
2. *Not aware of Bumbles using social media?*
3. *Re website - photos are great, it takes a long time to get to the most recent - could these be the first you see in the galleries?*
4. *While not a big issue, I should point out why "Invoicing" is "mostly satisfied" and not "extremely satisfied"; there have been occasions where invoice amount was incorrect or we received incorrect chase up email. Not big issues and aware system recently changed, so can understand the teething problems. Do like introduction of payment option direct to bank account.*
5. *No complaints with any of these!*
6. *I don't know how much social media is used. I am unhappy with the invoicing. Our bill is incorrect nearly every month. This is extremely frustrating. Last month I wrote twice and did not even get the courtesy of a reply. I am very happy with staff working directly with my children. For another service, I would have already gone elsewhere.*
7. *Don't know of Bumbles use of social media.*
8. *I am very satisfied with this aspect and I was really impressed with the settling in in Bumbles. Thanks for this.*
9. *Website very slow when trying to access pictures on private part of site.*

### **Our Parent's made the following comments Suggestions for improvements:**

- 1 *I think the comms strategy is excellent - just the right amount of info and proactive in seeking new ways to engaged*
- 2 *Communication with staff is excellent. Emails and bulletins are informative and relevant. Would like website photos updated more often.*
- 3 *Very satisfied with all aspects. Only suggestion that the days Bumbles is closed could be more easily found on website,*
- 4 *Just the right amount!*

5. *Just right.*
6. *Just right.*
7. *Satisfied with the amount of communication*
1. *We don't think that you could do anything more - we really are extremely delighted with the service you provide and know that our children are more than cared for when in your care. Thanks so much for all that you do.*
2. *Just right*
3. *You can never have too much info... even if parents don't always read the stuff, it's better to give it than not... it's then down to the parent...*
4. *All great*
5. *No, I think there is good communication.*
6. *Adequate*
7. *Better quicker website*

### **Other Comments:**

1. *As always bumbles care and attention to detail is exemplary. I always leave confident that Michael & Orlaith will be very well cared for, priceless!*
2. *We feel very lucky to have found such a great nursery and both our children have benefitted enormously from spending their pre-school/nursery years with super staff in a friendly, flexible and professional environment. Many Thanks! Management team of Miriam, Kelly Leigh and Vicky particularly approachable, flexible and willing to help. While all staff have been great, special shout out to Kylie and Courtney in Kids Club.*
3. *I would like to know more about the intended menu changes and use of whole foods as supposed to packets/ jars / sweetened yoghurts/ cereals etc*
4. *Very satisfied with the care both our children receive at Bumbles. Recent educational day trips have been fantastic, and perhaps more days like this could be considered - we would be happy to contribute to cost for such trips.*
5. *We have always been delighted with the care and attention our daughter gets at Kids Club. She loves it!*
6. *Change of menu - Perhaps provide more fresh fruit?*
7. *Thank u for all.ur lovely help with my child*
8. *The crossing between Bumbles and the primary school is very busy and sometimes feels quite dangerous. Ciara the lollipop lady is very good and always helps parents with tots across the road, even if they are not going to the school. She tells me that officially she is not supposed to help children who don't attend that school. She told me today that as a result of the budget cuts there are proposals to stop providing lollipop staff. Obviously this would affect a lot of bumbles parents, as many have children in the school, many children cross from the school for after school club, and many of us with pre-school children at Bumbles benefit unofficially from Ciara helping us cross the road. That road will be a nightmare to cross at peak drop off/pick up times if the lollipop service is stopped. It would be good if Bumbles could help to campaign to keep lollipop services, and to introduce traffic control measures on the busy section of road right outside the school where the junction is. With regard to current traffic control measures the yellow zigzag lines that say "no stopping" are apparently not enforceable unless there is also a sign that describes when stopping restrictions are in force (e.g. 8am to 6pm Monday to Friday). The police have attended several times to try to persuade parents not to stop to drop off/pick up on these lines, as it's a danger to pedestrians crossing, but say that they cant do anything more than ask parents to move on unless the zone is upgraded by adding a sign. If a sign is added then the police could fine some people, which might reduce the scrum at peak times. There are plenty of safe places to park within a few hundred meters of the school gates and the selfish behaviour of a few parents who are to lazy to walk a short distance with their children is putting a lot of children (including Bumbles children) at risk.*