

Parent/Guardian Evaluation

Purpose: To ensure continued satisfaction for our parents and children, we are interested in your opinion about our Childcare. We welcome your input and look forward to learning more about the perceptions of the parents/guardians of the children, which we serve.

Please complete the Childcare evaluation and place it in the box in reception by:

1 = Agree

2 = Unsure

3 = Disagree

Question	Score (please circle)	Comment						
I feel that my child is well cared for at the Childcare.	<table style="width: 100%; text-align: center;"> <tr> <td>1</td> <td>2</td> <td>3</td> </tr> <tr> <td>11</td> <td></td> <td></td> </tr> </table>	1	2	3	11			<p>100% agree</p> <ul style="list-style-type: none"> • Very attentive staff.
1	2	3						
11								
I feel that my child is happy at the Childcare.	<table style="width: 100%; text-align: center;"> <tr> <td>1</td> <td>2</td> <td>3</td> </tr> <tr> <td>11</td> <td></td> <td></td> </tr> </table>	1	2	3	11			<p>100% agree</p> <ul style="list-style-type: none"> • My son is upset at leaving me, but then has a great time. • Very happy. • My child is very happy.
1	2	3						
11								
I feel my child is welcomed and made to feel special when he/she is dropped off	<table style="width: 100%; text-align: center;"> <tr> <td>1</td> <td>2</td> <td>3</td> </tr> <tr> <td>10</td> <td>1</td> <td></td> </tr> </table>	1	2	3	10	1		<p>91% agree</p> <ul style="list-style-type: none"> • Always, even though there are always tears. • Each member of staff welcomes him and spends time with him.
1	2	3						
10	1							
I feel that the layout of the Childcare is conducive to learning and development.	<table style="width: 100%; text-align: center;"> <tr> <td>1</td> <td>2</td> <td>3</td> </tr> <tr> <td>11</td> <td></td> <td></td> </tr> </table>	1	2	3	11			<p>100% agree</p> <ul style="list-style-type: none"> • Lots of choice.
1	2	3						
11								

I feel that the Childcare is a healthy environment for my child.	1 11	2	3	100% agree
I feel that the facility is clean and maintained in good condition.	1 11	2	3	100% agree <ul style="list-style-type: none"> The new facility is excellent.
I feel that the snacks my child receives are adequate and of high quality.	1 11	2	3	100% agree
I feel that the staff maintains good communication with me regarding my child and the Childcare news in the newsletter.	1 11	2	3	100% agree <ul style="list-style-type: none"> All of the staff are very good at communicating.
I feel that the Childcare fees are reasonable for the quality of care my child receives and in comparison to other Childcares.	1 11	2	3	100% agree <ul style="list-style-type: none"> Absolutely. Very reasonable.
I feel that the environment, equipment and activity programs are preparing my child for their next stage of development.	1 11	2	3	100% agree <ul style="list-style-type: none"> Good choice of activities.

The part of First Steps Childcare that I like best is:

- All staff are very welcoming and they create a lovely atmosphere for the children. I feel my child is really well cared for.
- All staff are so friendly and welcoming.
- Friendly people, nice to talk to, and are good with my child.
- The staff are friendly with lots of experience with children.
- The staff. One member of staff in particular always helps make me and my son feel at ease. My child does not settle well to begin with when away from me when he is dropped off, and she helps reassure me and I know I can trust her to contact me if he does not settle. This lady is very patient with my son at overcoming his sadness of leaving his Mum, which is nice.

The part of the First Steps Childcare that I like least is:

- I cannot complain about any aspect of the care or facilities provided.
- Nothing.
- The old building was much better. I think because it was a friendlier area. There were many different rooms. The toilet area was much, much better.

Please list any other comments or suggestions regarding First Steps Childcare.

- Fantastic crèche. Well done to all and thank you so much. Miley has loved her time at First Steps Childcare.
- Every staff member makes you feel welcome and instantly at ease. They are caring and warm to the parents and children and it is always a nice atmosphere.

Thank you for completing our evaluation and your continual support!