Evaluation of Childcare Service

For new parent/carer(s)

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| Parent/Carer’s Name |  | Parent/Carer’s Telephone number |
|  |  |  |
| Child’s Name |  | Parent/Carer’s Name Address |
|  |  |  |
| Child’s Age |  |
|  |  |
| Start Date |  |
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We hope that you feel you can approach us at any time to make suggestions on how we can improve or adapt the care we provide for your child(ren). However, we think it is important that on an annual basis we provide you with an opportunity to give us written feedback. This will help us to reflect on the service provided, evaluate it and make changes if necessary. We very much appreciate the time you will take to complete this short questionnaire.

1. How did you hear about our service?

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1. What influenced your decision to choose our childcare provision?
(please tick one or more)

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|  | Location |
|  | Cost |
|  | Flexibility |
|  | Home setting |
|  | Collection from school/nursery |
|  | Ofsted grading/report |

Other (please state)

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1. Were you happy with the settling in arrangements?

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1. Are you happy with the format we use to communicate with each other or would you prefer an alternative method, or combination of methods? For example: daily contact book, quick chat at drop-off/collection, weekly meeting, telephone call, text message, email etc.

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1. Are you happy with the current routines and experiences that we do or would you like any new ones introduced? (please provide details)

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1. Are you happy with the food that we provide for your child? Have you any concerns about your child’s diet that you would like to discuss with us?

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1. Do you have any concerns about your child’s development?

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1. Are you happy with the methods we use to manage your child’s behaviour?

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1. Are you happy with your child’s welfare whilst in our care?

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1. Are there any alterations you would like to make to our contract? For example changes to hours, contact numbers, child record and consent forms.

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1. Please make any suggestions about what would have made things better in your first 6 months

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1. Any comments you would like to make about your or your child’s first 6 months with us or our service?

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