



Child Care Evaluation Form – December 2010

As part of our monitoring and evaluations in helping us improve our services, please answer the questions below by putting a tick in the relevant box.

Review of Results

	Poor	Adequate	Excellent	Comment (optional)
First Steps Childcare staff shows my child one on one attention and affection.			100%	<i>Staff are Brilliant. All staff are lovely, very friendly and approachable</i>
First Steps Childcare's environment is one I am comfortable with.			100%	
My child is being given a variety of activities to promote development			100%	<i>Lots of great activities</i>
My child seems content and happy to be with First Steps Childcare.	6%		94%	<i>He cries at the beginning but settles later</i>
First Steps Childcare staff is knowledgeable in child-care.			100%	
Staff tells and gives me a report about my child's daily activities.			100%	<i>Love to hear what they have done It's great to see the daily report to know what my child has been doing at creche</i>
Staff communicates well with the parents/guardian.			100%	
I believe that First Steps Childcare is working together with me to help provide my child a safe, healthy and happy childhood			100%	
I would not be able to study or have "time for me" without this childcare provision	YES 94%		NO 6%	
My child is offered a healthy variety of snacks	YES 100%		NO	
Would you recommend First Steps Childcare services to others?	YES 100%		NO	<i>Definitely. I will be sad for my child to be leaving.</i>

In the space below please clarify why you have any dissatisfaction with First Steps Childcare's services or environment. Also make any comments or suggestions that you believe would help to improvement your day care experience.

100% No Comment/Suggestions

I wouldn't change anything!

Please use the below area to briefly explain what it is that you most like about First Steps Childcare.

Comments from Parents (as written):

- Excellent facilities and fantastic staff. Wish this crèche was available even after courses have finished.
- The staff is very friendly, nice, always helpful, interesting toys in the class.
- Helpful staff, nice class.
- Staff give my report. Staff is very nice and very friendly.
- I think that's all fine.
- I like everything First Step's Childcare.
- Activities and Child Development
- Excellent, very good with children and very understanding. My Daughter loves coming and enjoys the workers, very happy.
- I can switch off from her knowing she is in safe hands.
- Staff is very friendly, knowledgeable.
- I am like that my child can play when I am studying. Many activities for child and I am like it.