

Members Survey 2019



BAND

**Bristol Association for
Neighbourhood Daycare Ltd.**

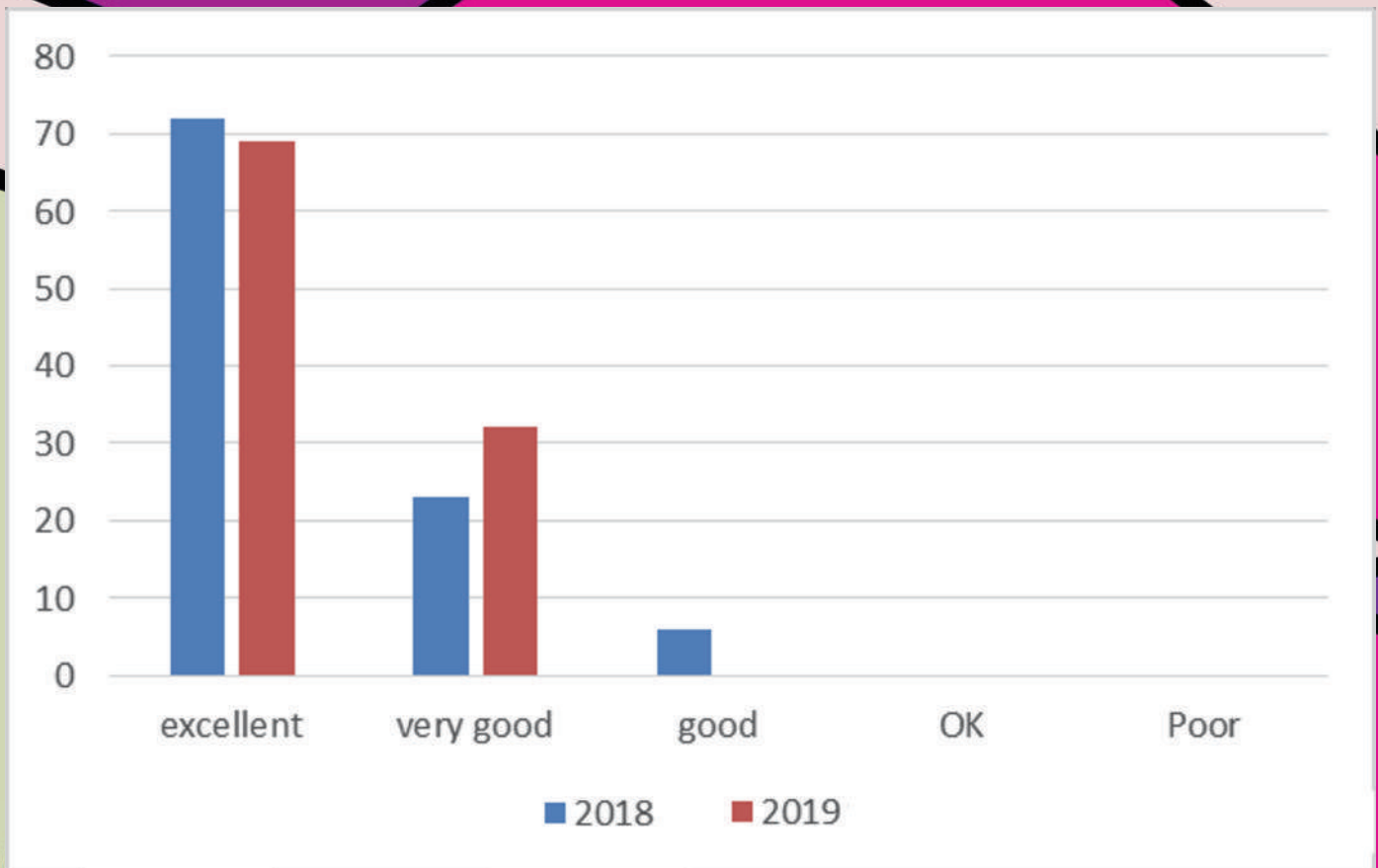
BAND

BAND is an umbrella organisation which supports and develops childcare provision in and around Bristol. We provide services to childcare providers, people working with children, families and employers.

BAND provides services to more than 200 Independent member groups that in turn provide childcare facilities to around 10,000 families.



Question 1: Have you received support from BAND to start up or to expand your Childcare setting? Was that help...



Members' comments...

'I don't know how clubs function without the support of BAND and a designated support worker. There are now so many legal requirements, knowledge and legislation for staff to be aware of that having a BAND support worker just makes it so much easier. Be able to meet, email to ask for guidance and support is invaluable...'

'When I started as a manager they were a massive support to me and our club.'

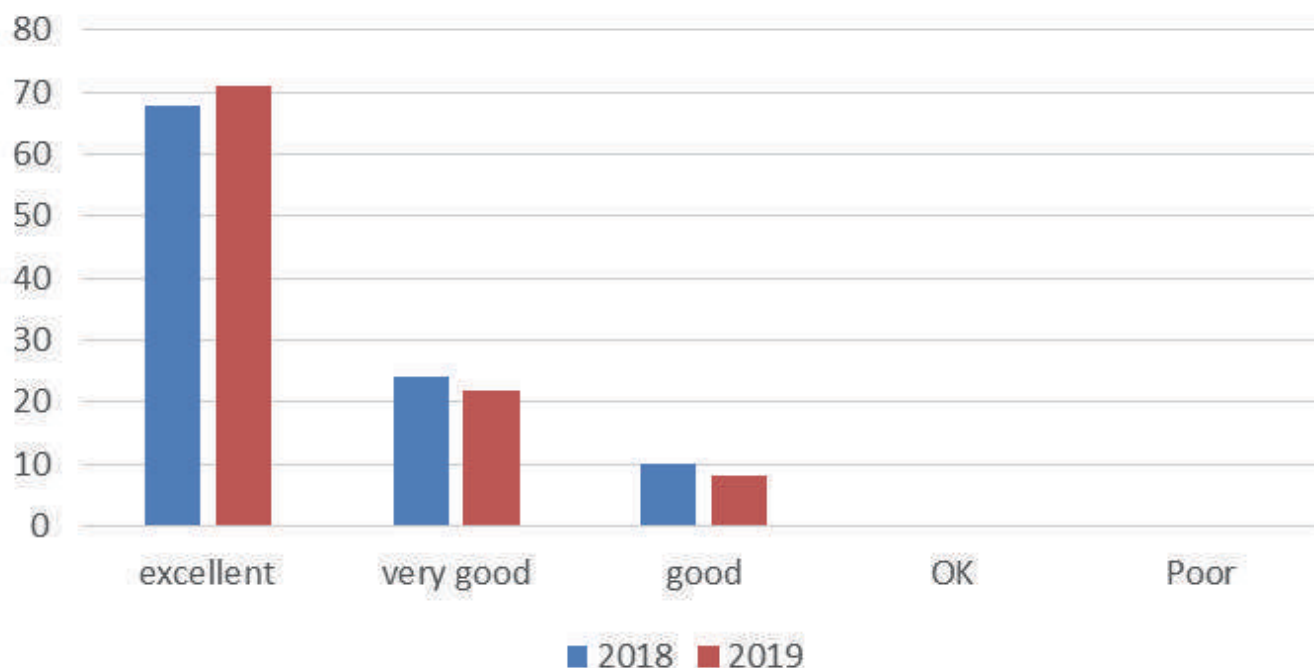
'DBS service for staff and volunteers.'

'It was way more than expected and so appreciated.'

'Several visits from BAND helped us on how to do things better. Also, well supported as regards training.'



Question 2: Did you receive any advice or assistance from BAND's Development & Support workers? Did you feel that support was...



Members' comments...

'_____ is amazing she always responds really quickly and either has the answers or signposts in the right direction. It is really reassuring to know that I can seek help and advice whenever I need it.'

'BAND have been extremely helpful over the last 6 months. Helping with policies, safeguarding/CP and behaviour support within our setting.'

‘We had safeguarding support with ____ coming to our nurseries to talk to staff and we also used the questionnaires provided, this has been a really useful process for all staff.’

‘BAND support is always relevant and useful. The team get back to you really quickly and offer to follow up support where required.’

‘When we've had need to contact Development Workers we have always received a prompt and helpful response.’

‘We always get fantastic support and advice from ____.’

‘____ has been amazing!! Thanks to you we have stayed afloat! Particularly with safeguarding advice, and financial help. Big thankyou!’

‘____ has been an amazing support to us, answering all our questions and never minding how much we email her. She also came out for a visit and gave us lots of helpful advice and points for development. ____ is always the voice of calm and we are always pleased to see her.’

‘____ is great and super helpful.’

‘____ is amazing, she is always there when I need her. She helps us with all sorts of things, for example, she does my supervision or she answers my questions on policy. She is extremely useful at our trustee meetings especially when I need support from a staff member point of view.’

‘New to role, only one application processed so far, excellent support and guidance received.’

‘ ___ came to visit both myself and my administrator on separate occasions for pre Ofsted checks and she could not have been more helpful.’

‘ ___ is a wonderful support. She responds quickly and thoroughly whenever I have queries. She supported us through OFSTED, a serious injury and some significant safeguarding procedure queries. All her support has developed and improved our existing work.’

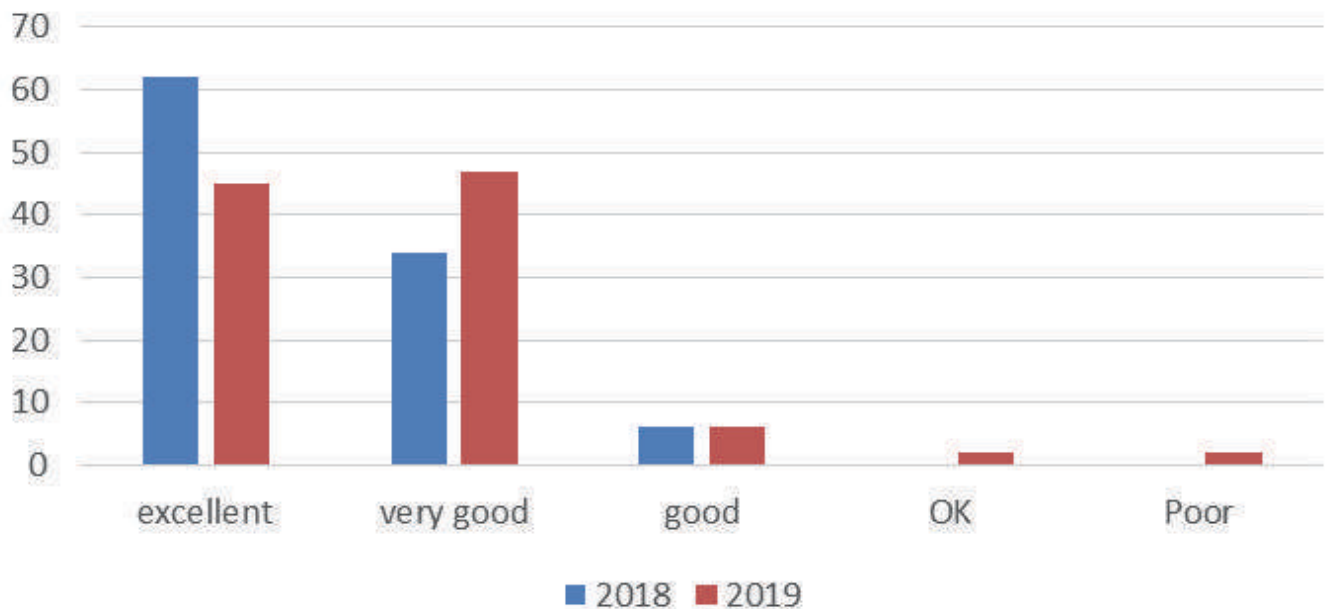
‘The settings support is absolutely fantastic, and is always available to give support and advice when asked.’

‘ ___ is so helpful - if she doesn't know the answer she can always refer us to someone who does, or forward on information to us. We couldn't do this without her!’

‘ ___ has always been very thorough.’



Question 3: Did your staff or managers attend one or more of the BAND Training courses? Did you feel this training was ...



Members' comments...

'The 2 day First Aid course was excellent.'

'BAND training is always of a very high standard, interesting, informative and delivered in an accessible way. Our team always come back with very positive feedback with useful information and ideas of how to put things into practice.'

'First aid training led by ____ !'

'A few of our staff have been on the Child Protection courses and have find them invaluable.'

'Training delivered is up to date and relevant to the early years setting. The facilitators have good knowledge and make the training interesting. The venue is really comfortable and the staff team always welcome you with a smile.'

'We've been very happy with the standard of the training we've accessed. I have highlighted to Bristol City Council (via the Early Years Partnership Board) that accessing training required by the statutory requirements (First Aid, Child Protection) can be difficult, due to the level of demand in the city. We appreciate that this is largely because there is limited funding available, and therefore a limit to the number of free courses which can be delivered. Would it be feasible to consider re-designing the current model to use the available funding to provide a higher volume of subsidised (rather than free) courses in these areas? For example, even charging £50 per place for First Aid, but delivering twice as many programmes might still represent a better option for the sector in Bristol. Currently this is a bit of a lottery, as you either get a free space with BAND or end up paying £100+ for (an often inferior) alternative delivered by a commercial provider. A charging model could even be linked to type/scale of provider (like the Scrapstore charging bands) - or perhaps an increased membership fee could include training 'credits', to make it easier to design programmes in advance?'

'But we have in the past and it was very good.'

'We struggle to get places on Child Protection and First Aid.'

'Paediatric First Aid Paediatric course. He told too many personal anecdotes and there could have been more time for the practical sessions.'

'Most of the courses are excellent I just would like some of them to be longer and more in depth to feel more confident!'

'As always we struggle to get places on the statutory courses i.e First Aid, & CP'

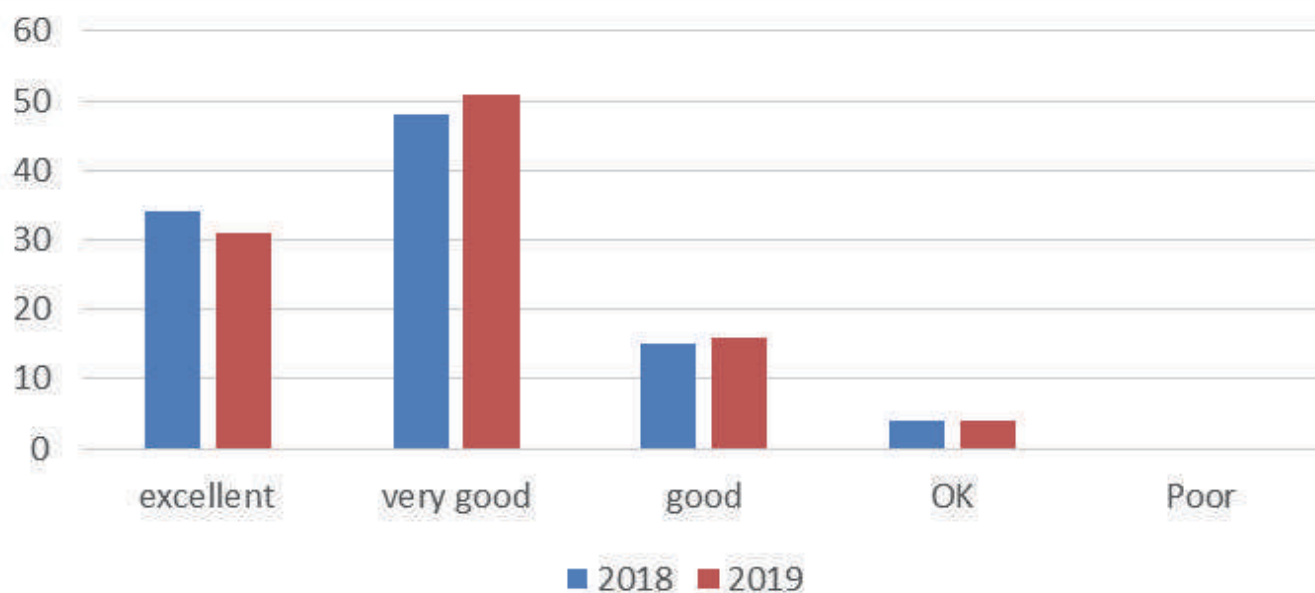
'Can't tell you how grateful we are for all the FREE training you provide. It is amazing that you can still do this.'

'We have sent staff on a huge variety of courses over the last year and all the staff feedback has been brilliant. I love seeing our staff coming back full of enthusiasm and ideas.'

'The staff team always come back from the training courses with lots of suggestion on how we can improve things in the setting , and also a better understanding about why certain things are in place at the setting.'

'One of our play workers is currently attending L2 in childcare. Enjoying the course.'

Question 4: BAND News is the Newsletter created for our Members do you find it to be...



Members' comments...

'Gives me useful tips and things to strive for.'

'Our membership had lapsed.'

'The newsletter is crucial for keeping settings up to date on current issues and changes to practice. It highlights important issues and always signposts where further information can be found. I also like hearing about what other groups have been up to, and suggestions for activities and topics etc are also very useful.'

'BAND newsletter is a great read, keeping us up to date and on our toes with new ideas.'

'I like to share this newsletter with my colleagues, its informative and helps to keep setting up to date.'

'The newsletter is always a very good source of information, particularly for compliance updates.'

'Great ideas for activities.'

'Sorry, new to role, I have not seen yet.'

'Sorry, I may have received it but can't remember reading it. I do consult the website when I want to know about courses coming up.'

'Very informative.'

'Very informative and helps us keep up to date.'

'Lots of information that helps keep the setting up to date on changes within childcare.'



Question 5: Did your setting receive any funding or fundraising support from BAND? do you feel this support was...



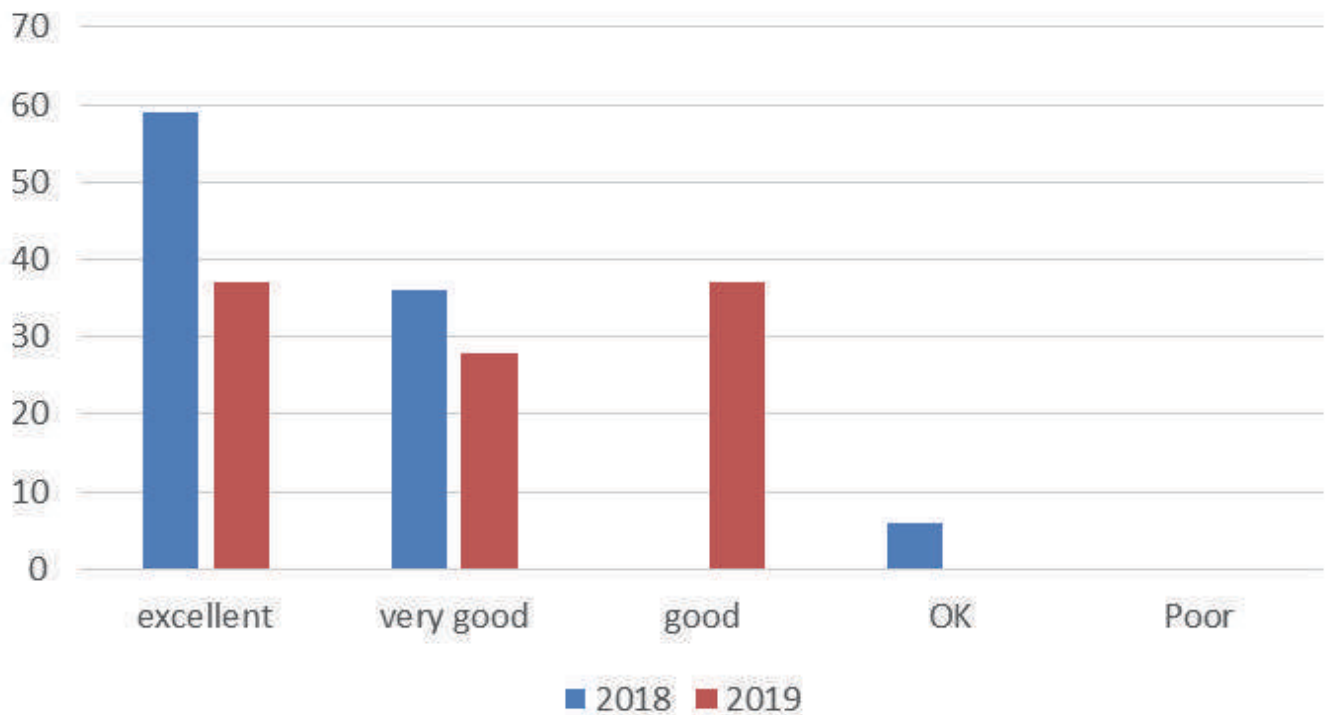
Members' comments...

'The funding we receive from BAND allows us to support a number of disabled children. Also, we get lots of support with applying for funding to run trips and workshops.'

'Huge thank you to ____ for help accessing funding for our 1-2-1 children. And thank you for being on the end of the phone and supporting us with our disabled children.'

'Birthday celebrations were nice touch'

Question 6: Have you borrowed any toys, games, equipment, resources or books from BAND? - was your experience of the loan...



Members' comments...

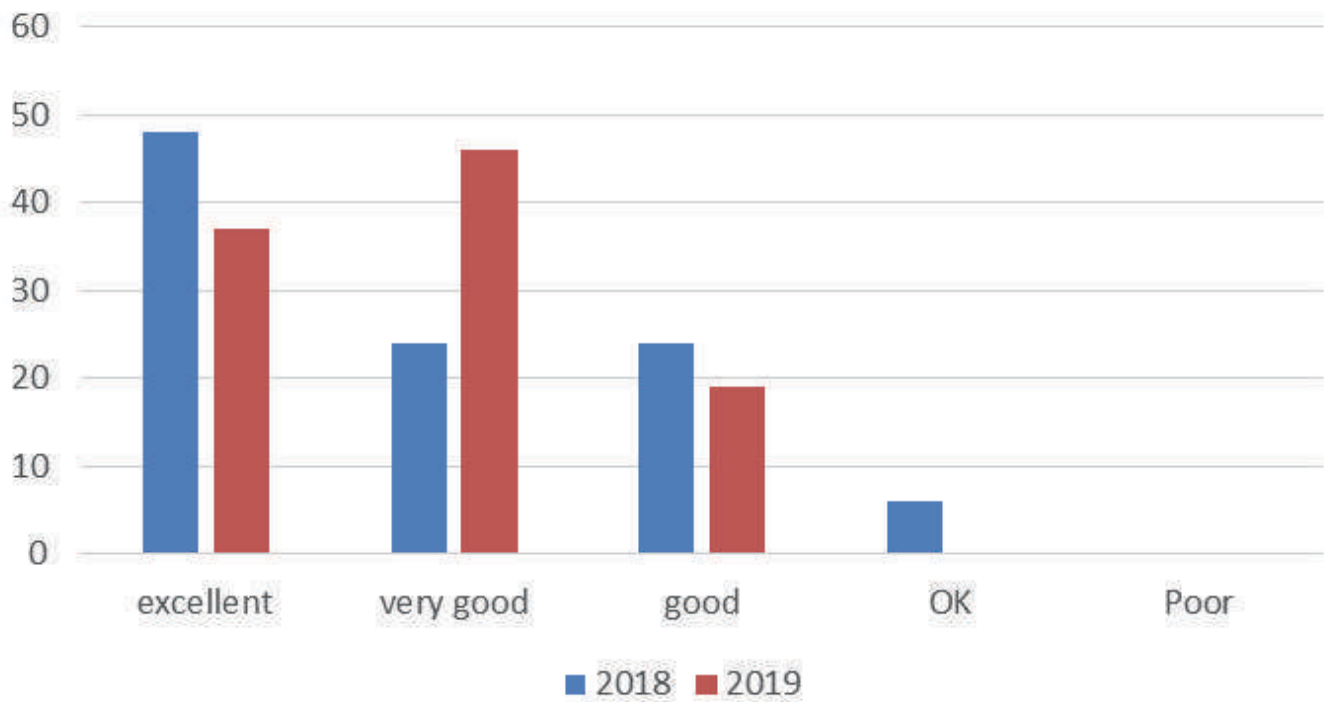
'We borrowed outdoor resources when we opened our new outdoor space. This meant we could then choose what to purchase based on the popularity of items with our children.'

'We haven't used this service but we hope to soon we've seen your excellent resources.'

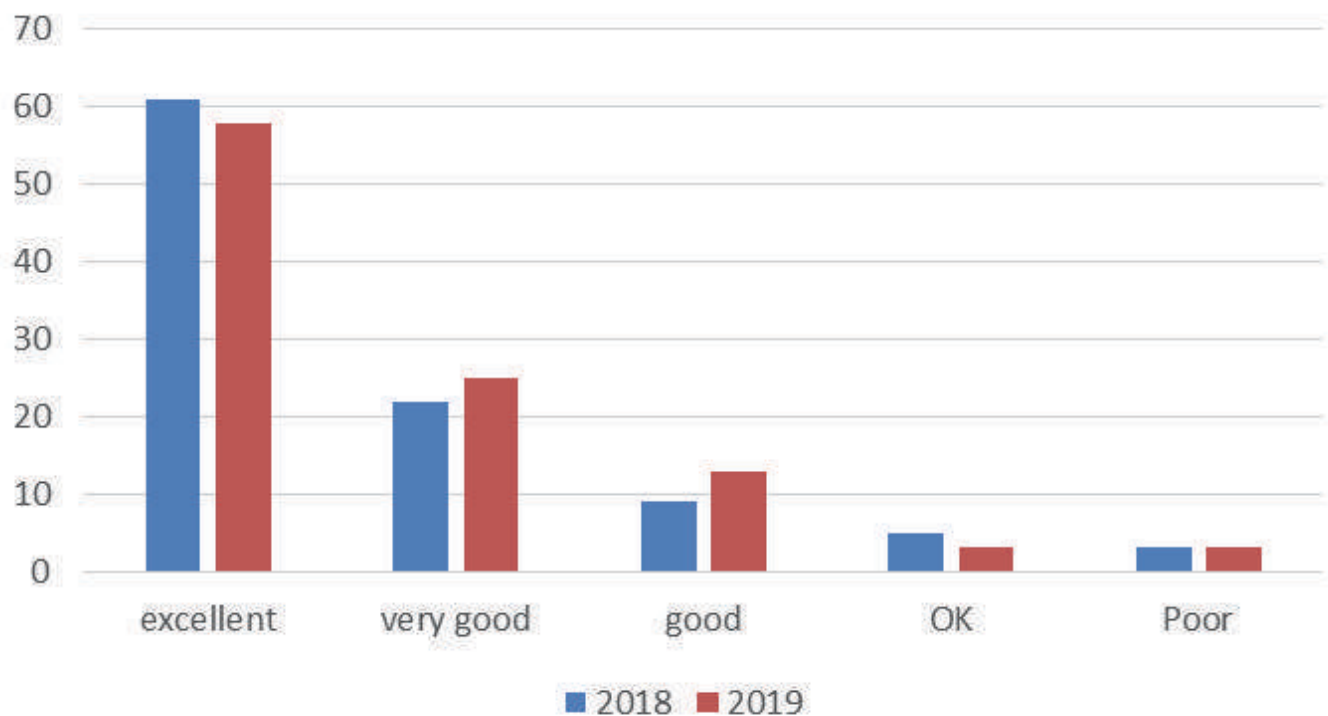
'The cheque deposit system is a bit dated but I'm not sure how else you'd do it?'

'However, I keep telling our wraparound clubs to use maybe more in 2019-20.'

Question 7: Full Members with BAND insurance only. Do you feel the insurance service is...



Question 8: Do you consider the BAND DBS check service to be...



‘Our setting now uses the OFSTED DBS update service.’

‘_____ is amazing, always really helpful and the checks are done efficiently and quickly. It is a really good service.’

‘DBS checks at BAND have thorough and we have received them in good time.’

‘When we tried before it was the paper version, we moved to a online system this is more costly but much more efficient.’

It would be great if we could do more electronically but you have always been very efficient.'

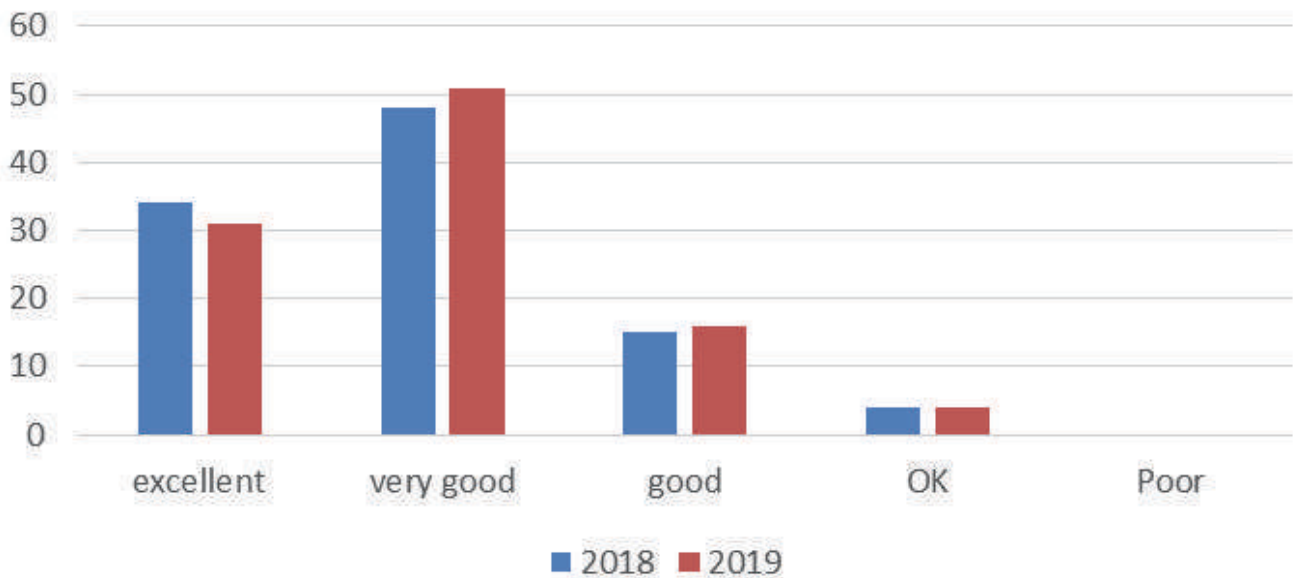
'We use an online company as the turn around time is far less.'

'Very helpful advice about dbs rules.'

'Always efficient - and helpful should we have any queries.'



Question 9: Have you used the BAND website or visited our social media? Was your experience...



Members' comments...

'Lots of good information.'

'Our newly appointed manager has been using the website to plan for and to book training.'

'Very easy to use and informative.'

'Website - the information is clear and the site easy to navigate'

'We wish the course booking system was online.'

'I have not been aware of much visibility of BAND on social media. The website is cluttered and a little difficult to find things.'

'The website is very cluttered and often difficult to find what you are looking for. I haven't been aware of

any recent presence of BAND on Facebook.'

'We advertise jobs via BAND but they don't seem to get the traffic like they used to. We still use BAND but all our applicants now come through Indeed.'



Question 10: Would you like to say something more about BAND & our services ? Please add any other comments you would like to make...

Members' comments...

‘Our organisation is with BAND for the DBS service and training at this time.’

‘Our membership had lapsed but through a meeting with our Early Years Adviser the acting manager was able to meet with our designated support worker. She was very helpful in our hour of need and together we were able to produce an action plan which we are working our way through.’

‘Just keep up the great work you do. At _____ we really appreciate having such a valuable service that we can tap into at any time. I feel BAND totally supports Bristol early years settings to be the best that they can be and help to improve the general quality of early years education that we provide. Well done everyone!’

‘Thank you for everything that you do, I don't know what we would do without your guidance, support and training!’

Members' comments...

'Advice over the phone and by email is always really good. Policies provided by BAND are really useful to adopt/change. Good CP course offered. We will use your online safety bag in the future.'

'Always willing to help whether it's in person, via phone or email. A true support network for play settings and understand the challenges we often face. Thank you.'

'We feel confident with BAND and secure knowing they are there when we need them.'

'____ our setting support officer has always been super helpful, and supportive whether it be through email or visits. Just want to thank her.'

'Keep doing what you do an amazing asset for settings. Would be good to see more variety of training appart from the standard ones currently on offer.'

'Really great to have as a support system with always sample policies at hand and get back to me really quickly with any advice.'

'So helpful. An invaluable service!'

'My support worker is always extremely helpful!'

'BAND are always ready to help out with information or guidance definitely my 'GO TO FIRST' option. I know the information will be accurate.'

Members' comments...

'I'm increasingly aware that Bristol is fortunate to have a service like BAND's, given the cuts at local authority level. Recently I highlighted the value of this during both the Local Authority Peer Review and the visits for the National Early Education conference - it's worth noting that in both cases representatives from other cities appeared very interested in the model.'

'Very helpful. Always good to know ____ is on the end of the phone. She has supported me through big changes. Very reassuring to have this service.'

'Huge thank you!'

'The trainers and training courses are always excellent, as is the pre-Ofsted check of Welfare requirements. Always great to be able to contact someone about a query eg. safeguarding.'

'We think you are excellent and are so grateful for all of your support. Thank you!'

'Thank you for all your help and support.'

'We are extremely grateful for all the support we have had from BAND during a very difficult year. Thank you so much.'

'We find BAND very helpful and a useful resource. The staff are always very helpful and prompt at answering any questions. As a small CIC we appreciate the courses and the services that are on offer at a reasonable price.'

Members' comments...

'You are brilliant!'

'So valuable, the whole team are helpful knowledgeable and friendly. Particularly ____ and ____.'

'BAND are amazing!! We couldn't be without your support!'

'We are so grateful for all of the support we receive. Everyone at band is so lovely and welcoming and it makes so much difference to us and our setting. I feel like I need to mention ____ too- who Although not our development worker has been someone I've spoken to a lot over the last year, and I've been very grateful for the time she has taken supporting and encouraging me.'

'We love BAND, they are awesome. We would be lost without them. ____ is amazing, she should win an award.'

'We use BAND for DBS and find staff very helpful and efficient'

'Excellent service.'

'Thank you for the job vacancy provision on the website but it would be really useful to be able to pay for the advert by card over the phone.'

'The staff are very professional, they are always on hand to provide advice and guidance.'

'Training courses are really good, but these get full up, maybe more can be made available.'

Members' comments...

'We would like to thank BAND for their support and guidance, especially ____ our Development and Support worker.'

'I am so grateful to the support I receive through BAND. Whether it is answering quick queries, booking and changing training dates or requesting support, BAND are a wonderful support, thank you so much.'

'BAND are always very responsive and helpful with any queries.'

'We have used the vacancy service and this is excellent.'

'BAND is a fantastic support in all areas, and I feel the people who work go beyond and above what their job title is and they are all brilliant.'

'As a small PVI Pre-School, we really would be lost without BAND! An invaluable resource to us, BAND keeps us up to date with changes and our support worker is always available to help and advise us.'

'____ has been an absolute star. Thank you.'



Survey Response Rates

	2018	2019
Number of invites	209	205
Number of responses	80 (38%)	69 (34%)
% of respondents who rate BAND's service overall as very good or excellent	85%	82%
% of respondents who rate BAND's services as very good or excellent per question		
Q1: Start up	94%	100%
Q2: Ongoing Support	91%	92%
Q3: Training	95%	91%
Q4: Newsletter	82%	82%
Q5: Fundraising	77%	80%
Q6: Loan Equipment	94%	64%
Q7: Insurance	72%	81%
Q8: BAND DBS	85%	83%
Q9: Website & Social Media	76%	64%

BAND