

**Parent & Child**

**Survey Report**

**2017**

Dear Parents and Carers,

Thank you so much for spending time to give us your valuable feedback. The Pre-school Staff and Committee are extremely grateful for your support in helping us to learn from your experiences. Please be aware that this survey was carried out at the end of the 2016/2017 academic year (prior to the Pre-schools relocation to Shaw House). In addition to this survey we are always looking for feedback throughout the year, and will continue to communicate our openness and desire for comments and ideas via staff contact with parents, newsletters, emails and events. This report has been put together using the 27 questionnaires, which were returned. All names have been removed from this report. When we refer to ‘parents’ we refer to parents, carers and other family members who have taken part in this survey.

With thanks and best wishes,

Faye Simants (On behalf of the Pre-School Committee)

**Satisfaction and Enjoyment**

We asked parents to tell us how satisfied they felt with their Pre-school experience. We are pleased to find again this year that the majority (26/27) report feeling ‘very satisfied’, and the remaining family state they feel ‘satisfied’. Parents also tell us that they are ‘very likely’ to recommend our Pre-school to another family which we are delighted to hear.

*“Friendly staff, homely atmosphere. My child loves the routine and creates such lovely things”*

*“I think the staff are the Pre-school’s greatest asset!”*

*“everyone is always so kind and helpful and nothing is ever a problem”*

We received many very positive comments about how children enjoy Pre-school, however one comment here told us how a child finds leaving their parent difficult and this impacts upon their enjoyment. We are aware that one parent finds the cloak area too small and we hope with our move to Shaw House this will be improved. We are restricted by our building layout but we are always open to new ideas about how we can improve.

We are pleased to hear that the vast majority of parents feel that their children have enjoyed Pre-school ‘very much’. The overriding theme seems to be that your children are excited to be coming to Pre-school and talk about their experiences really positively.

*“Relaxed and fun place to be!”*

*“my child enjoys the extra stimulus away from home, and opportunity to play, create and explore etc”*

*“my child feels comfortable at Pre-school and enjoys all the activities, especially Yoga, Music with Mervyn and Forest School”*

**Resources**

It is good to hear that all but one respondent were either ‘very happy’ or ‘happy’ with the resources and toys at Pre-school.

*“the toys are carefully sourced to be the toys that children actually want to play with. Excellent variety and not gender stereotyped”*

*“good variety of resources, particularly impressed with the tadpoles, chicks and guinea pigs!"*

*“good range of toys, excellent imaginative play area”*

A few parents told us that they would like to see more computer based learning, with more up to date technology available. This issue will be raised in the Pre-schools committee meetings over the forthcoming months; current technology and possible upgrades (as well as the staffing/training issue) will be discussed and considered. We hear that a few parents feel that the resources at Pre-school are a little tired, but also comment that they feel they are very well selected for the age group. As we operate as a charity, we don’t always have the funds to support new larger items but we will continue to fundraise with this in mind. Smaller cost items are replaced regularly on an updating schedule.

**Approachability of Pre-school staff**

We are pleased to find that 25/27 parents felt that they would be ‘very confident’ in approaching a member of staff with a problem or concern. Comments here tell us that the busyness of drop off and pick up can make these interactions more challenging; however the general theme is that parents find staff approachable and helpful. We will continue to let our parents know that private 1:1 meetings are always available.

*“Thanks to the welcome, open professional manner of the staff I feel that they are all very approachable”*

*“I can always speak, text, call or email”*

*“Staff are extremely friendly and welcoming so would never worry to bring a concern up with them””*

**Finding out about Pre-school**

From the 26 parents that responded to this question, 22 parents felt it was either easy or very easy to find out information about Pre-school before their child started. Four of our parents felt neutral, some expressing that they would have preferred a prompter response from emails. We aim to respond to emails in a timely manner and believe this is achieved the majority of the time. Admission administration is often carried out out of hours as staff are working with the children; however we feel we can commit to responding within 2 working days and this will be advertised in the future. Comments here included;

*“Plenty of info on website”*

*“Found everything I needed on the website, was really surprised how quickly Pre-school responded to my emails and how easy it all was”*

When asked how well informed you feel in regards to the management and day to day running of the Pre-school 21 out of the 25 parents who answered this question felt either ‘very well informed’ or ‘informed’.

“Everything we need to know is on the weekly emails”

“Clear weekly newsletters are very helpful”

“We always feel very welcome to attend AGMs or meetings when they happen; everything regarding the Pre-school is very transparent”

We asked parents if they were happy with receiving information from Pre-school via notices, letters, emails and social media, and the vast majority of you were happy and didn’t feel it needed improvement. We did receive a few comments suggesting we could make more use of social media. The Pre-school have begun to increase contact with parents via social media and hope to make more of this resource in the future.

**Finding out about your child’s progress and development**

Out of the 25 scores we received about children’s progress and development 18 felt informed or very well informed. Of those who felt neutral and not well-informed comments included an over reliance on tapestry (online journal), whereas another wanted access to tapestry but their child was not selected for the trial in 2016/17. All children attending Pre-school in the new academic year 2017/18 will have an online ‘tapestry’ journal. A few parents said that they didn’t have a parent meeting to update them; parents of children moving on to primary school did have meetings in the summer term, however some of the children continuing Pre-school into the new academic year did not. Pre-school will endeavour to ensure that all children attending Pre-school in the future, will have scheduled parents meetings towards the end of each summer term.

“Tapestry is a brilliant way to see how your child is developing, likewise staff always have time to feedback and you never feel you’re wasting their time”

“Staff is always happy to listen and answer questions”

“Quick chats on pick up works well for us”

**Settling in to Pre-school**

It’s good to know that 26/27 of you felt ‘welcome’ or ‘very welcome’ when starting as a new parent at the Pre-school.

“Everyone was very welcoming”

“We had a great experience, cup of tea when we came for a 2 hour taster session and all questions answered, perfect!”

“The open door policy is very welcoming and the social get together arranged by parents have been a great way of making connections”

Many parents were very pleased with how well their child settled into Pre-school and many of the comments reflected how happy they were by how smoothly this process went. We are glad to hear many parents felt that they were given the time they needed, being welcomed to stay and support their child through their early days if this was what was needed. One parent told us that they would like more attention made to prompting and encouraging toileting; in light of this we will look at ways in which we might be able to improve our vigilance of children needing support with using the toilet.

**The child’s view**

When asked if the children would make any changes at Pre-school, most parents (again this year) said that you didn’t think they would. We are pleased to hear that many parents believe their child would like to come everyday and stay for longer. Many said that their child would do more of their favourite activity if they could; such as yoga, music, feeding the animals and woodwork. The popular activities at Pre-school are offered in rotation and the staff have systems in place to check all children are given the same opportunities.

From the children’s own questionnaire page, the most popular favourite things seems to be riding bikes, dressing up, our indoor slide, playing with water and sand, woodwork, crafts, playing outside, feeding the pets, dressing up, painting, singing, forest school and playing with friends, to name a few!

We hear and understand that sometimes at Pre-school friendships can cause challenges for our children, we always do our very best to help them to resolve any problems.

Many of the children said that they would go to Pre-school everyday if they could and this is wonderful to hear as the children clearly feel very positive about the Pre-school environment and the care Pre-school provides. Wishes from the children included; “I’d like a party bag when I leave”, “build a big castle” and “come back to visit when I go to big school”

**Other comments**

Although some parents didn’t have any additional comments to make, many parents used this space to thank and praise the staff for their hard work and care of their child. Many parents commented here that they value the topics and variety of activities as well as weekly emails that help to support these themes at home. Many parents feel passionate about the positive impact the Pre-school has had upon their children, we are of course delighted to hear this.

Thank you again to all that have helped Pre-school to gather this feedback.