

**Parent and Child Feedback Report 2013**

Dear Parents and Carers,

Thank you so much for spending the time to give us your valuable feedback. The Pre-School Staff and Committee believe that in order to learn from your experiences, we need to regularly ask for comments; as such they are extremely grateful for your support. This report has been put together using the 40 questionnaires which were returned, showing as last year, a really impressive response from our carers and parents. As advertised there was an option of not revealing your name and these comments have remained confidential. All names have been removed from this report.

Best wishes,

Faye Simants (Parent Liaison on behalf of the Pre-School Committee)

**Satisfaction and Enjoyment**

It was great to find again this year that the majority of parents feel very satisfied with their Pre-school experience. 100% of you are also ‘very likely’ to recommend the Pre-school to prospective parents, reflecting positively your feelings of the service the Pre-school offers.

*“Our child is happy. Pre-school is well organised and an inspirational place”*

*“Very good set up. Different things for the children to do all the time. Caters for children’s needs and interests very well”*

*“Children are spoken to in a positive and encouraging manner, they are listened to extremely well”*

You report that in 38/40 cases your children enjoy Pre-school very much. The only adverse score was given to reflect a preferred session time not being available. We regret that we are not always able to offer the sessions requested, due to very high levels of demand.

*“Our child is shy but has bloomed in the past year. She has become quite attached to several members of staff”*

*“There is always something new and exciting going on, whether its craft, cooking or animals. She is very comfortable with the staff and the environment”*

*“My child has thrived in this bustling Pre-school, he has enjoyed making new friends and joining in with new activities and being generally active!!”*

The vast majority of parents feel very happy with the resources available for the children to use; however a few parents felt some items could be updated.

**Approachability of Pre-school staff**

38/40 parents feel that they would be confident or very confident in approaching a member of staff with a problem or concern. The singular opposing score reflects the parent feeling unsure when would be a good time to discuss issues, due to staff being busy at pick up and drop off times; a few other parents did identify this as an issue. We continue to consider how we can improve these busy times in our current location.

*“The staff are extremely approachable. I would have no concerns discussing things with them”*

*“On a few occasions I needed support and the response was great”*

*“Very friendly and open. Always someone you can speak to”*

*“I feel confident that a situation would be dealt with, I would always prefer to do this face to face and finding a way to do this is tricky”*

**Finding out about: Pre-School & your Child’s Progress**

32/40 parents think that it was easy or very easy to find out about Pre-school before their child started, 2 didn’t respond and 6 felt neutral. Neutral respondents either felt there had been issues with the website, or had previous children at the setting so didn’t require more information. The Pre-school website has been improved recently and we expect next years survey results to reflect this. A few parents reported feeling confused about the enrolment process, and were unclear what hours would be possible on the days they requested.

Many of you (31\40) report feeling well or very well informed about the management and day to day running of the Pre-school; 1 parent didn’t score this question and 8 parents were neutral on the subject. Neutral parents either didn’t add comments or said that they were new to the school and felt this would take time.

33/40 parents think they have been well or very well informed about their child’s progress and development, 4 didn’t comment and 2 were neutral. The one adverse score we received reflects feeling drop off and pick up times were often too busy and chaotic.

*“My childs progress and development is very well documented in her book and useful information is given at parents evening. Staff are great at letting you know what they have been up to / given a go / struggling with etc.*

*“Staff always informative. Very informative parents evening”*

*“So far very well informed. Staff always happy to talk to me at the end of a session”*

*“Parents evening was excellent. Amazed how well members of staff knew our child as she only attends half a day a week. This was particularly reassuring.”*

**Settling in to Pre-school**

On starting at Pre-school the majority (38/40) parents report feeling welcome or very welcome. One parent felt unclear on how long they should stay with their child, a few parents would have liked more clarity on the settling in process.

Your children had a mixture of early experiences at Pre-school relating to their differing needs. Parents who comment about their child needing 1:1 settling in support for several sessions were very happy with the care their child received from staff. The general theme here appears to be that parents feel their children are eased into the new environment and are supported to build their confidence in their own time. Improvement suggestions from parents include having more support for children who are not yet fully toilet trained, and having delayed drop off times for new children so they can benefit from a quieter environment and receive more staff attention as they settle in.

*“Our child was made to feel very welcome and settled in very quickly. A very positive experience all round”*

*“From day one my child enjoyed attending Pre-school, and this was due to the friendly staff who were fantastic”*

*“My child took a while to settle but she is a shy child, however when she took a shine to one of the members of staff things quickly settled”*

**Your child’s view**

When asked if you felt your child would make any changes at Pre-school, the bulk of responses indicated you didn’t think they would. Some of you said you thought your child would like to change their sessions so they can stay longer or come everyday! This is very encouraging.

The comments we did receive were predominantly about wanting more space to run around, we hope this can be addressed in our move. Other comments included wishing for more activities that certain children favour such as cooking, woodwork, experiments, music and animals. The Pre-school aims to include as many individual interests in the sessions as possible; asking parents to come forward with ideas will be encouraged further next term in order to address these comments. The popular activities are offered in rotation and the staff have systems in place to check all children are given the same opportunities.

*“I don’t think she would change anything! She loves the outdoor playground and it is great that the Pre-school are able to use this. Probably a little more space inside and out would be good”*

*“More woodwork, she’d love to do more experiments”*

*“She wants to move in!!”*

Your children made lots of comments on their own questionnaire page. There were lots of different activities mentioned as their favourite thing. A few children mentioned feeling sad if they were hit by another child; staff at Pre-school are very conscious of this issue; young children do occasionally hit each other, but we actively look to minimise problems. ‘At Pre-school we have kind hands’ is a rule that is keenly emphasised by staff, and the Behaviour Management policy which staff follow is readily available for parents to view. Things the children wished for included doing more of the things they love and attending more often. Here are some examples….

My favourite thing is…

*“chickens, play dough, drawing, cutting and making things” “Going on the slide”*

Sometimes I feel sad at Pre-school if…

*“Someone runs in to me” “(a child) says I can’t join in with their game”*

I wish I could…

*“Go to the outdoor play park more often” “Play in a castle I made out of cardboard”*

**Changing location and other comments**

Although some parents didn’t have any additional comments to make, some parents used this space to praise the staff for their dedication and enthusiasm. A few parents would like to see Pre-school being available for more hours, and for holiday and after school clubs to be offered, and some of you would like to be told about the sessions you’ve been allocated earlier. A couple of parents expressed their frustration with not being able to park on the Pre-school site; we regret that this causes inconvenience (especially in bad weather) however the terms of our current lease forbid pre-school cars on the site. A couple of parents would like to see; more equality and diversity work with the children with less emphasis on Christian faith, as well as some male staff and increased efforts to address gender stereotypes in play. Although efforts have been made to promote equality and diversity within Pre-school, in light of these suggestions staff will look again at how things can be further improved next term.

Comments about the possibility of moving to the St Leonards Primary School site in the future were all positive, many of you liking the idea of being able to drop off / pick up pre-school and primary school children at the same time. There were comments that you feel that the transition from pre to primary would be improved if the site was shared. The desire many of you have for more space and purpose built facilities, may be able to be addressed should this move take place.