Parent & Child Feedback Report 2014



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 and as such we are extremely grateful for your support. This report has been put together using the 31 questionnaires which were returned at the end of the summer term 2014. As advertised there was an option of not revealing your name and these questionnaires will remain confidential. All names have been removed from this report. When we refer to ‘parents’ in this report we refer to parents, carers and other family members who have taken part in this survey. If you have any further feedback that you would like to share with Pre-school please contact us via our website <http://stleonardspreschool.org.uk> as we would love to hear from you.

With best wishes,

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

**Satisfaction and Enjoyment**

We asked you to tell us how satisfied you felt with your pre-school experience. We are pleased to find again this year that the majority of you (26/31) report feeling ‘very satisfied’, and the remaining state they feel ‘satisfied’. You also tell us that 30/31 parents are ‘very likely’ to recommend our Pre-school to another family which we are delighted to hear.

*“Fantastic staff and setting. Everyone is supportive of the children and their needs”*

*“…interesting activities, lovely to see small kids doing woodwork!”*

*“my child loves attending and has really developed his confidence and group play”*

Other comments here included the challenges of working with a child whose English language was yet to develop. Many of our staff has been trained in working with children whose first language is not English, we are keen to work hard for these families and are open to new ideas to help us to maximise their potential. We are working harder to encourage feedback throughout the year to ensure we address issues as they come up, and are doing this by advertising our openness for feedback, giving parents clear information on different ways and people to contact should an concern arise.

We are pleased to hear that again the vast majority of you feel that your children enjoy 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.

*“He talks about Pre-school and his friends there a lot and is always happy when dropped off”*

*“Highly stimulating environment, very nurturing”, “Pre-school is my childs favourite place to go”*

*“He would come everyday if he could…he loves playing with his friends at preschool”*

**Resources**

It is good to hear that all of you are either ‘very happy’ or ‘happy’ with the resources and toys at Pre-school.

*“staff make whole worlds out of anything and everything in such creative ways, we absolutely love it”*

*“I like that lots of things are well used and that recycled materials are used for building etc”*

*“I am always so impressed with the variety and the effort that has gone in to organising it all”*

A few parents told us that they would like to see more computer based learning, with more up to date computers, but in contrast others said that they prefer their children not to be using technology and instead to be exploring what else Pre-school has to offer. We believe that it’s a matter of balance and we aim to provide the children with a wide range of opportunities. We will be looking at updating the computer in the future, along with some of the more warn books and toys in accordance with the funds that are available to us. As we operate as a charity we don’t always have the funds to purchase more costly items, but we do work to fundraise each year with these things in mind.

**Approachability of Pre-school Staff**

We are delighted to learn that 100% of our parents felt that they would be ‘very confident’ in approaching a member of staff with a problem or concern.

*“Staff are open, friendly and approachable. We have formed good relationships and can speak openly”*

*“…I am very confident that if I ever had a problem I would be fully listened to”*

*“Staff are always welcoming and polite, help etc, and if they are busy I can ask when its best to talk”*

*“Staff have always taken the time to talk and all know the kids extremely well”*

*“Welcoming, personable, attentive, sensitive staff”*

**Finding Information**

When asked about the ease of getting information prior to starting 25/31 said that it was ‘very easy’ or ‘easy’. Four of our parents felt neutral and two felt that it was difficult.

“Pre-school has an excellent reputation in the area”

“The website and visit enabled all questions to be answered”

“Word of mouth locally and the internet are very useful. Health visitors and speech therapist very complimentary”

“It was very easy, found the website, emailed and within a day I had a very nice reply”

Some of the comments we received told us that you would have liked the Pre-school to have been advertised locally. We are very proud to be so successful but as a result there is high demand for spaces, this means that we have taken the decision not to advertise to minimise disappointment and waiting list numbers.

Some parents were unsure when and how to apply for a place at Pre-school, and felt that some information was hard to get hold of. We understand that some of you want more clarification on what sessions are available and to receive speedier replies to applications. We hope that the improvements made to our website have since made this process clearer. We have recently reviewed our admissions process and literature and believe the changes now in place should have addressed these concerns, we will continue to look for feedback to ensure they have.

When asked how well informed you feel in regards to the management and day to day running of the Pre-school 24 out of the 30 parents who answered this question were either ‘very well informed’ or ‘informed’. Many comments talked about getting most of their information through the weekly emails. Six respondents were neutral. Some people felt that the information would be accessible should it be required, or that they knew what they need to know.

*“It was good that all family members were invited to the Pre-school AGM and were given information about how the Pre-school is doing”*

*“clear up to date information on notice board and website, weekly email very clear, helps us to support learning and know what is going on”*

*“very well informed newsletter by email lets me know what is happening each week, can’t fault it”*

Some parents commented upon the uncertainty in the future of the Pre-school and were concerned about the co-ordination of on-going planning. We hope some of these fears have been alleviated since our meeting before the summer to discuss the future of the Pre-school. We have a volunteer committee and other supporters who are working to ensure we have the best chance of securing the Pre-schools future. We are always on the look out for more people to assist us. We plan to look again at how we are sharing information about the work that is going on behind the scenes.

We asked you if you 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 of social media and we will work towards improving this in the future. We understand that a few parents were late in signing up to our parent mail service as they were unaware of it. We hope this situation has since been improved as we have changed our system; parents are asked to sign up there and then during our induction process and checks will be made to ensure parents who want to be signed up are.

**Your Childs Progress and Development**

We are pleased to find that 26/30 responses felt ‘very well’ or ‘well’ informed about your childs progress and development.

“its been lovely to read through my childs book”

“the staff have always been happy to discuss any questions on development and will fit in a parent teacher meeting to suit”

“very informative file with photos illustrating progress observed and detailed information”

“Parents evening was very well run…his records are absolutely fantastic and a joy to read through. I don’t feel this could be improved in anyway”

We welcome the feedback we received about improvements we can make in this area. A few parents commented that they would like some speech and language support and more guidance on supporting their child learning English as a second language. We will continue to think about new ways to support our children with these additional needs, and as always look for feedback from parents. We understand that some families feel that the drop off and pick up times are very busy and not always conducive to having these sorts of discussions. As mentioned above since the new term we have been emphasising the value of receiving feedback in our parent correspondence, and we’ve been advertising the many different ways you can get in touch (avoiding busier times). We plan to continue to advertise this better in the future.

**Settling in to Pre-school**

Its good to know that 30/31 of you felt ‘welcome’ or ‘very welcome’ when starting as a new parent at the Pre-school. Some of you told us that being made welcome to stay as long as you felt your child needed you, really helped you to feel reassured generally; this is great to hear.

“Everyone was very helpful and kind”

“Staff made us feel very welcome and always on hand”

“The staff were brilliant, very flexible and very kind”

Many of you were very pleased with how well your child settled into Pre-school and many of the comments reflected how happy you were by how smoothly this process went. As last year we are pleased to hear many of you feel that you were given the time you needed, being welcomed to stay and support your child through their early days if this was what was needed.

*“My child loved it from the start and had no difficulty settling in”*

*“My daughter settled in brilliantly, the opportunity to spend half a day with her was great. I don’t think it could have been improved.”*

*“Settled in quickly, the staff are lovely”*

*“My child did struggle at first with shyness cant cant praise the Pre-school enough on how they have helped our daughter to become a very confident, well liked little girl”*

A few parents told us that they would like their child to be more supported in their toileting; we do work hard to support our children in their personal care, however in light of this feedback we will consider ways in which we might be able to improve upon this. We have also heard that one parent felt that a parent handbook would have been useful, detailing a step by step guide to starting. We will be reviewing our literature as part of our on-going regular review process, and will look at what additional information can be made available on our website to made this process clearer.

**Your Child’s View**

When asked if your child would make any changes at Pre-school, most of you (again this year) told us that you didn’t think they would. We are pleased to hear that many of you believe your child would like to come everyday and stay for longer, however we also understand your frustration that we are not able to offer more sessions due to our location and the popularity of the Pre-school. Many of you said that your child would do more of their favourite activity if they could; such as 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.

Two parents told us they would like to see certain children behaving better; staff do always endeavour to respond quickly to challenging behaviour and to minimise the impact this has upon others. We are prepared for these issues to come up with young children and we encourage parents to speak to the staff should they ever have any concerns. We understand that a few parents felt that their children would like a more suitable building and more quiet space; we hope in our future move that these concerns can be addressed.

We hear that sometimes at Pre-school changes in friendships can cause challenges for our children. We are very aware that the social learning that happens at Pre-school can be hard, and so we aim to always support children at these times and help them to resolve problems.

From the childrens own questionnaire page, the most popular favourite activities seems to be our indoor slide, water table and sand pit, woodwork, playing outside, feeding the pets, dressing up, hearing stories, making smoothies, painting and playing with friends.

Many of the children said that they would go to Pre-school everyday if they could and this is wonderful to hear, as your children clearly feel very positive about the Pre-school environment and the care we provide. We agree with one child who said they wish we had our own swimming pool! Our children told us that their wishes for Pre-school included; “I want to be a real princess” and “I want to do magic”. Although we cant make these things happen for real (!), we do listen carefully to the interests and motivations of our children and work to incorporate these ideas into our sessions.

**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 of you feel passionate about the positive impact the Pre-school has had upon their children, we are of course delighted to hear this.

Numerous parents tell us that they would like to see Pre-school being available for more hours, and for holiday and after school clubs to be offered. We understand that rather than having your children cared for in different settings, some of you would like the option to pay for more sessions with us. We regret that we are unable to offer this in our current location and with such limited spaces available, but there could be possibilities of further provision once we move to a new site.

We understand that some parents would like the Pre-school to offer Primary school visits for the leavers towards the end of the academic year. We have been told that the primary school (that most of our leavers go to) isn’t able to offer this because there are so many different care providers that feed into the school. This is something we would offer to the children should this be an option in the future.

Some parents told us they would like to see more modern and suitable facilities. A few specifically mentioned that a level entrance porch would improve the accessibility of our building .We agree and we look forward to our future relocation where we hope to find either purpose built or more suitable accommodation than we currently occupy.