Parent & Child Feedback Report 2016



Dear Parents and Carers,

Thank you very much for giving us your feedback, we had a great response. 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 during the summer term 2016. 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,

Helen Daitz (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, and the over-whelming response was ‘very satisfied’ (31/32 respondents).

The high levels of satisfaction and enjoyment is also reflected in the fact that all 32 respondents said they would be very likely to recommend Pre-school to others. We are very pleased that your positive experience is one you feel confident in recommending to others.

*“… she feels valued and important and as a result she is thriving and extremely happy at pre-school.’*

*“Such a welcoming and supportive environment, both for the children and us parents.”*

Feedback on satisfaction highlighted strong confidence in the quality and conduct of staff, as well as the range and variety of challenge offered, especially through the changing weekly themes. Many responses mentioned appreciation of the staff’s care of children and the positive relationships which they work hard to develop.

*“The care and concern the staff show towards \*\*\* is fantastic. The staff really seem to know the children individually and communicate in a kind, calm and caring manner.”*

*“The staff have such a wonderful way with all the children and use the children’s positive aspects to help them develop further.”*

Your child’s enjoyment and engagement was rated very highly, with over 95% of responses saying their child ‘very much’ enjoyed pre-school. Lots of people mentioned that their child was only upset when it wasn’t a pre-school day, which we take as a very positive indication of their enjoyment.

*“Every morning he will cheer if it is a pre-school day.”*

The range of activities on offer: outdoor space, changing themes, animals, woodwork, cooking (to name a few!) and extra activities such as yoga, music and Forest School sessions obviously contributed to the children’s engagement at pre-school. It was also obvious that children have gained a lot from topics based on their own interests. This is very useful feedback, which will help staff and committee to plan for the next year.

*“…Pre-school has given her the opportunity to develop and gain confidence at her own pace.”*

*“She feels very proud of herself when she is challenged and succeeds.”*

***Your Child’s Enjoyment***

**Resources**

Highlights from the Pre-school year are very evident in your feedback about resources with lots of mentions for woodwork, cooking, role play and the outside area, and not forgetting the guinea pigs!

*“Woodwork is always a hit and I love that you are confident to do this with so many small people!”*

*“There’s always something to capture the children’s imaginations…The children’s minds are continuously being stimulated with play, stories, education.”*

*“We think the pre-planning of week themes and use of toys and props to role-play are great.”*

It is inevitable that resources do become worn out, and we are grateful for your feedback about specific resources which you feel need updating. Our yearly fundraising helps us update and replace resources where necessary, for example we are currently raising money for a new indoor climbing frame.

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**Approachability of Pre-school Staff**

A key component of a successful partnership with parents is good communication and so we are really pleased that all parents feel either ‘confident’ or ‘very confident’ approaching a member ofstaff with a problem or concern.

*“I know that everyone there would be happy to talk to me if I had any problems.”*

*“Friendliness and openness of staff is incredible – they also know the kids well!”*

*“Staff are friendly, open, informative, qualified and very competent.”*

*“Staff are approachable and although it is busy at the start and end of a session, I would feel confident going up and having a little chat with one of them.”*

*“A more private area to discuss any concerns?”*

Providing parents with a private space to raise issues with staff is very important to us. Working within the confines of our space and within limits of ratios for child supervision we hope to be able to offer this, but we know our current premises are not perfect. In planning for any future premises, having a dedicated quiet space is one of our key priorities. Our noticeboards in Pre-school display information about who to contact and how when you have a problem, and periodically we circulate this information by email too, especially to new parents.

**Finding Information**

When asked about the ease of getting information prior to starting the majority of responses were positive, mentioning use of the website, visits to the stay and play sessions, as well as the information pack sent out prior to the start. This year our committee have worked on a new format for our parent information pack to make it more user friendly. The new pack has been sent out to new starters for this coming September.

*“We looked online at the pre-school website and had an email and phone conversation with Anne, the playleader.”*

*“We heard through word of mouth and then were guided to the website.”*

A number of respondents asked whether the confirmation of places could be speeded up. Staff and committee are very aware of the often complex childcare arrangements that families have, and we work hard to confirm your allocated slots as soon as we can. Unlike primary school applications which have a closing date in Spring, we keep our applications open for a long as practical in the summer term to make sure everyone has a fair chance of a place in September.

*“This is the only area that I think could be better as there was some uncertainty about the placement but I don’t know if it would be possible owing to the number of requests to deal with etc.”*

We offer places in the sessions requested where possible, but due to the popularity of pre-school we do often have to turn down applicants. This year we have had to turn down some ‘turning 3’s because we have a large cohort of ‘3 – 4 year olds’. Priority has been given to the children who have one year left before school.

“*I wasn’t able to get the days first requested but in reality there did appear to be space on the Friday morning.”*

When all the offers are sent out we fill our sessions, but then sometimes we find that a place is turned down so spaces appear. Staff are always happy to discuss your session requirements and they will make any changes where possible.

When asked how well informed you feel in regards to the management and day to day running of the Pre-school 26 out of the 32 parents who answered this question were either ‘very well informed’ or ‘informed’. Six respondents were neutral, but didn’t express any concerns or any improvements.

*“Very happy, the level of detail and thought out into organising weekly activities is outstanding.”*

*“Very happy with weekly email.”*

*“The information sheets are great.”*

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 suggestion that we could make more of social media. We will continue to use social media to publicise pre-school events on our Facebook page, but we feel it is more appropriate to circulate weekly information about pre-school, some of which often contains quite personal information such as phone numbers, by letter or email only.

**Your Childs Progress and Development**

This question always produces a large quantity of responses, for very obvious reasons. Communicating your child’s progress and development is a vital part of our role and your feedback is essential. We are pleased to report that 24/3 responses felt ‘very well’ or ‘well’ informed about your child’s progress and development, and the remaining 6 responses were neutral. Positive feedback included:

*“Staff are always happy to spare a few minutes to keep parents informed of hhow their child has done at the end of every day.”*

*“What I like is the informal chats at the end of the day where the staff will tell me how she’s doing or something in particular that happened on that day – it’s lovely to hear.”*

The informality of end of the day chats with key workers, and being able to pick up your child’s learning journal whenever you want had very positive feedback. We aim to give you regular reminders to parents to check their journals, via our weekly Parentmail.

Our committee and staff have been planning to trial and introduction of an Online Learning Journal, which we hope will provide an accessible platform for all parents to engage with their child’s progress and development on a daily basis. We have been talking to Foundation Staff at St Leonard’s Primary where they have successfully launched their online journals using Tapestry. We plan to trial Tapestry with a small group of children in the first term next year with a view to expanding it to more children in future terms.

**Settling in to Pre-school**

Making sure that both children and parents have a positive experience whilst settling in, is one of our priorities so we’re very pleased that 31/32 of you felt ‘welcome’ or ‘very welcome’ when starting as a new parent at the Pre-school. The remaining response was neutral because they had not been the person taking the child to pre-school.

*“Its helpful hat we are not made to feel as if we should leave so after dropping off. Sticking around for a little while is very re-assuring, I have never felt any pressure to leave.”*

*“Big Anne spent a lot of time with me explaining what they do. I felt fully informed and grateful for the attention that I was given”*

Two respondents queried whether an evening social could be arranged to help parents make contacts with other parents. The committee have discussed this and are considering arrangements for a social after the next AGM, likely to be in November, when new families have all started and settled in.

The majority of you were very pleased with how well your child settled into Pre-school. Several people mentioned how useful the stay and play sessions were for helping their child to familiarise themselves with the Pre-school environment and staff.

*“…\*\*\* takes a while to settle in new places, but the staff made her feel really welcome.”*

*“By starting with the play sessions and then Fridays, \*\*\* found it easy to settle in.”*

*“She loved it and soon worked out how to get a cuddle every day!”*

*“…friendly and nurturing environment, lovely staff who helped him to settle.”*

*“ Settling in session was fantastic for both of us.”*

**Your Child’s View**

We really enjoyed reading all of the children’s comments. Favourite things at Pre-school included: the slide, woodwork, Forest School, yoga, music, playdoh, listening to stories, making models, cooking, guinea pigs, dressing up, the cars, sandpit, going to the playground, painting, “playing with my friends!”. Almost every child had a different ‘favourite thing’ which reflects the wide ranging opportunities that staff work hard to offer the children. We aim to give the children opportunities to develop their existing interests and support them to engage with new experiences.

This year we offered sessions of Forest School, Music with Mervyn and Yoga. We asked you if your child had given you any feedback on these sessions. Across all three activities, the feedback was very positive, and this feedback has been shared with the Committee, helping us with planning for next academic year.

*“\*\*\* thoroughly enjoys Forest School.”*

*“\*\*\* absolutely loves these sessions and when I pick her up I am told how much she joined in.”*

Comments also showed that the children were sharing these experiences and what they had learnt at home, singing Mervyn’s songs, talking about Forest activities, and practising yoga positions:

*“\*\*\* loves yoga and often repeats the exercises and little lines/sentences (‘Namaste, shall we play’)”*

One response highlighted a concern that with some activities, their child could have been encouraged to stick at it for longer, and not just be distracted away from the activity by other children. We have passed this feedback on to staff. Staff always support children to participate in key activities, and whilst they may not get a child to engage with an specific activity first time, they will always continue to encourage the child each time the activity is offered.

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. 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.

For the section asking children to indicate a time where they feel sad at pre-school, responses included when a parent leaves, a problem with a friend, hurting themselves and when they have been upset by another child. The staff work very hard to support the children in their social interactions with one another. Inevitably there will always be occasional times when a child will feel sad but parent feedback has indicated that you feel that staff are quick to pick up on problems, settle disagreements fairly and provide comfort and reassurance when needed.

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. Ideas which we can consider for the future include: “I want to dance more”, “I could be a teacher”, “build a big rocket”, “do woodwork every day”, “be a fairy”!

**Other Comments**

We are very lucky at Pre-school to have such a strong team of dedicated staff, and parent feedback across all questions in the questionnaire have shown how highly you value this:

*“\*\*\* receives and enjoys dedicated attention from a number of inspirational staff… She feels valued and important and as a result she is thriving and is extremely happy at pre-school.”*

*“All staff should know how reassured I have felt as a parent dropping \*\*\* with people who know, care and nurture her interest and provide a wonderful environment for the children.”*

The committee will share all your feedback with our staff, to ensure they know how highly they are valued. Our staff are encouraged and supported in their continuing professional development, and they enjoy sharing good practise with students who are on placement at the Pre-school. Any personnel issues are addressed at our half termly committee meetings, and senior staff are supported where necessary by committee members.