

“A Fresh Pair of Eyes”

Thank you to everyone who completed our ‘Fresh Pair of Eyes’ questionnaire.
We have reviewed all the comments and would like to share some of the feedback with you.

We asked - What have been the best things about Freshfield Nursery School so far?

You said:

- *The staff are fabulous*
- *Communication – We’ve been really happy with the different means of communication that you use*
- *The lovely, friendly staff. The wide range of developmental activities. The lovely space.*
- *Attention given to individual children and their needs*
- *How lovely and caring the staff are to help the children settle in*

We asked - If you could improve one thing, what would it be?

You said:

1. *More information about how an average day is, including lunchtimes and snack times*
2. *The After School Club extending until 5.00 pm*
3. *Some information about the things that have been planned for the following week*

We will:

1. Create a document with a typical timetable for the school day and share this with all families
2. We will continue to evaluate and review the extended hours we offer
3. We will include, in our weekly ‘What have we been up to?’ a little information about what we have planned for the following week.

We asked - “I wish they’d told me that!”

Is there anything you feel we should have informed you about, before your child started the nursery, that we didn’t?

You said:

1. *Maybe a little more information about what to take everyday*
2. *Information about children’s allergies and foods not to send to school*

We have/will:

1. We recognise that this would be more helpful prior to the children starting so will include the information in our induction pack
2. Following our questionnaire feedback, we will ensure that allergy information is included on all newsletters. We will also make you aware if there are any changes to the foods that we can have in school.

We asked - Is there any way in which we could have made your/your child’s start at Freshfield any easier?

You said:

1. *No, it has been a really great experience so far*
2. *No, you have all been amazing!*
3. *No, the staff were perfect and did everything well.*

We are thrilled to have such positive feedback and that all the children had a positive induction into Freshfield.

Thank you, once again, for your comments. We hope the plans we will be putting in place to address these ways forward, will help us to continue to improve our provision.