

## “A Fresh Pair of Eyes”

### Feedback from 2023 – 2024 Questionnaire to Parents

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 – everyone is professional, welcoming, approachable, friendly and warm and make me feel at ease*
- *School has been very accommodating, especially during the induction process*
- *The staff ease any anxieties I have as a parent*
- *Communication to parents is good even before they start at Nursery*
- *Tapestry is great – many positive comments*
- *Hearing about how much fun my child has had at Nursery*
- *My child feels happy and safe at Nursery*
- *My child has made friends*
- *The children are encouraged to be themselves and express themselves how they wish to do so*
- *The children play out in all weathers*
- *Freshfield teaches the children about different religions and festivals*
- *Facilities are wonderful – lovely spacious environment both inside and outside*
- *Dedicated teacher and the provision of Nature School*
- *I found the first visit lovely and we felt very welcome and all staff took the time to talk to us*
- *I don’t have one negative thing to say!*
- *The stay and play sessions are a great way to learn about what and how our children learn and play when they are at Nursery*

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

##### You said/We Replied

1. *More communication about the activities my child does – a few more photos, information about their behaviour and what they ate and their toileting, parents evenings and more Tapestry updates*  
 Since the feedback we have changed our newsletters to give more information to parents in relation to the children’s learning and information about early years education including photos where appropriate.  
 All photos on Tapestry are approved by a Manager and therefore the number of entries are monitored in relation to each child but parents should receive at least a weekly update. On occasions there will be photos in relation to a specific curriculum focus and objective for learning.  
 In relation to eating and toileting matters, the group leaders and the Nursery Teacher will have an overview of this and a personal plan is put in place specific to each child. This has now been improved and is overseen by the Nursery Teacher on a weekly basis.
2. *To be able to send messages via Parentmail to my child’s group leader*  
 In relation to communicating with your child’s group leader by Iris Parentmail you can log in/click on the 3 lines at the top/click absence and leave comments in the notes section. You can also email [admin@freshfield.stockport.sch.uk](mailto:admin@freshfield.stockport.sch.uk) because this account is checked on a regular basis by the school administrator and therefore we encourage parents to use this method of communication given some staff work on a part time basis.
3. *The 8.30 am start is a little challenging*  
 In relation to this start time our school gate is open 8.25 am to 8.35 am daily. We are a school and not a private day nursery and therefore we encourage parents and children to come at a particular start time so that the allocated hours for learning sessions are maximised and staff spend time with the children prioritising their play and learning, rather than allocating a member of staff to answering the door to late arrivals.  
 The start time is early but this allows parents who have other drop offs at primary school to be able to accommodate taking their children to 2 different settings. In a similar way our finish times also help to facilitate this. Parents can also book their child into before or after school club if this is supportive to family circumstances.

- 4. Fewer methods of communication – let parents know the best way to communicate with school/send messages**  
*Given this feedback we will create a factsheet for parents in relation to communication for what and when. Unfortunately there is not one system that will meet all of the needs. We currently use Medical Tracker, Tapestry and Parentmail.*

**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/We Replied**

- 1. Confusion about whether to send in puddle suits and wellies**  
*We apologise as our communication could have been clearer in relation to this matter. We are planning to improve this and change our systems in relation this issue. We admit it has been a little confusing for parents/carers. We have wellies that children can use at nursery and also ‘all weather suits’ we provide for time spent when playing outside or at nature school.*
- 2. Allow comfort blanket in the first few weeks**  
*It is perfectly understandable that a young child may need a comforter toy or blanket when they first start nursery. If this applies to your child please let the nursery teacher Miss Simcock know and all staff will be informed as well as your child’s key worker.*

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

**You said/We Replied**

- 1. The staggered start was confusing but understand it is hard to please everyone. The extended settling in period was hard to manage.**
- 2. The staggered start worked perfectly**  
*As you can see, some parents liked the staggered induction process and some did not. However we have surveyed and taken on board comments from parents and as a result from Jan 2024 we have made some changes to our induction process and shortened the induction period of time with the flexibility for individual induction programmes to meet individual children’s needs.*
- 3. The settling in period for 2 year olds, took a long time, one hour per day especially did not work for some families**  
*We have raised this issue with the 2 year old staff and whilst we appreciate that some children may have settled in a previous setting or at a childminders, a change of setting can make a significant difference to a child and a gradual induction programme for a very young child is often the best practice for a 2 year old’s long term emotional security.*
- 4. Less confusing forms**  
*It is essential that we issue some online forms to new parents for safeguarding reasons mainly around consent. This is to comply with GDPR regulations. We will try and space out the issue of these forms in future and standardise presentation. If anyone has any issues completing these forms, we can assist over the phone with you.*
- 5. Confusion about apps for communication**  
*We will issue a factsheet to parents to clarify this. Unfortunately there is no system available that addresses all of our processes.*

**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.***