

## “A Fresh Pair of Eyes”

### Feedback from 2023 – 2024 Questionnaire to Parents Jan/April Intake

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:**

- Teachers are lovely
- You love the outdoor space
- You like the caring and friendly staff
- The flexibility of adding additional hours
- Key workers are very kind
- The communication has been excellent
- The settling in sessions worked well

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

**You said/We Replied**

**1. Could the 2-year-old provision lunchtime be a little later?**

*A nursery day will always have different timings to a family’s daily routine. A morning at nursery is fast paced; the children are constantly busy, using lots of energy and have most definitely worked up an appetite by the time they sit down for lunch! Our lunchtime falls across the middle of our 6-hour nursery day and this also allows for children’s sleep times.*

*Lunch is served early in most Early Years settings as this best suits the children’s needs when they are in this environment. The children also have a snack time at 2pm, as this was identified as a little bit of a hungry time too!*

*Over the years this is the routine we have formulated that best meet the needs of all our nursery children.*

**2. More time to talk to the keyworker after the setting in period is complete**

*Please feel free to email/telephone the school office and make a telephone appointment for your child’s group leader to chat with you.*

**3. Inform parents about snack times**

*We will update the information in our new parent information booklets for the next intake.*

#### 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. Everything has been great**

#### 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. No you have done everything to make my child feel welcome and for me to be reassured.**
- 2. No it was a smooth transition**
- 3. The staff are amazing**

#### Any other comments

**You said/We Replied**

- 1. Good information we sent about what was needed to be organised before starting and what apps to download etc. It was easy to sort and the transition was easy.**
- 2. Thank you to all the staff especially in admin who have fielded my many emails.**
- 3. Thank you for the SEND provision in place for my child.**

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.