

Feedback from Questionnaire to Parents Sept 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:

- It is good for my child to interact with more children
- Enrolment was super easy
- My daughter asks to attend everyday
- My child's independence and how happy he is
- Tapestry information
- Great induction plan
- My child is stimulated with all the activities Freshfield offers
- How happy and settled my child is
- Engaged attentive staff
- Feel heard about any concerns
- There have been some fantastic improvements to pick up and drop off times and the extension of the wrap around care
- Thank you for providing the calendar of school events
- How friendly and polite the staff are

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

You said/We Replied

1. We would like to hear more about what my child is up to daily
 2. Communication on how my child is settling in and their social development
 3. More flexible settling in sessions
 4. More cultural diversity programs and training to help the teachers cope with pupils of diverse ethnicities
- We monitor the number of Tapestry posts for each child. We will endeavour to ensure this is monitored more closely.
 - We will communicate via our newsletters to let you know what themes we are focussing on.
 - You can make an appointment at any time either by phone or in person to chat to your child's group leader about how they are settling.
 - We review our settling in/induction programme termly to try to improve procedures.
 - We will be working closely with the Ethnic Diversity Service and sourcing further training and information for parents.

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. I was told I need a puddlesuit and then this wasn't required
We have removed this from our welcome booklets and apologise for any inconvenience
2. Holiday requests need 2 weeks' notice
We have removed this requirement from our forms.

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. I thought the settling in process was too long and should be individualised to each child
We have shortened the induction period from previous years. Thank you for your comments and this will be reviewed and revisited for future cohorts.
2. The opens days and taster days made my child's transition very smooth.
3. More information on how my child was settling/coping
This year we have introduced settling in phone calls with parents and their child's group leader.

Any other comments

You said/We Replied

1. My daughter loves nursery. I love the photos and the updates about nature school.
2. The settling in process worked well. Nothing better than how it was done.
3. **It would be nice to have more parent/nursery interactions**
We wait until the induction periods have been completed and the children have settled before having any stay and play sessions, where parents can visit towards the end of November.
4. Overall, I love Freshfield and they have ensured my son has had a happy, comfortable stating making him feel safe whilst in their care.

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.*