

## “A Fresh Pair of Eyes” Feedback from 2024 – 2025 January 2025 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:

- How your child has settled well
- Friendly and professional staff
- Reading the policies and being well informed about how things work
- Welcoming environment
- Staff having time to talk
- Love the garden space
- Very understanding staff regarding the child’s and parent’s needs

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

You said/**We Replied**

1. Having time to stay with my child whilst they settled

*From our experience, children settle more effectively following our approach. If we were concerned for a child we create a bespoke induction with parents*

2. More communication and visibility of how my child has settled in. Knowing more about what the children have been doing at nursery

*We are changing the way we communicate by Tapestry and from February the posts will be uploaded quickly so parents can see what their child has been doing in nursery the same week*

3. Parking facilities

*Unfortunately, we have no space for a parent car park, nor are we authorised to park in the church car park. We can only advise parents to walk to school when they can or to park safely on nearby side roads.*

### 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. What is included in breakfast club. It isn’t clear that breakfast is provided.

*We have updated our parent information booklet accordingly. Breakfast food is included with breakfast club sessions. This is either cereal, toast, crumpets etc.*

2. Younger children not attending nature school was not communicated

*This was our oversight and we apologise. Children who are only attending until summer 2025 will all attend nature school sessions.*

### 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. Nothing it is a great induction process
2. The settling in sessions worked well
3. I think you have done a wonderful job my child is very happy and enjoying being there

### Any other comments

You said/**We Replied**

1. My child is very happy with you
2. Just a big thank you
3. Thank you for taking the time and care to support my child as she settles

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.