**Parent Survey Feedback – March 2023**

Thank you again for the amazing response to our Spring Parent Survey; we had around 2/3rds of our families complete it and we are very grateful for your time.

The Staff and Committee have thoroughly reviewed the feedback. It was overwhelmingly positive and we are all thrilled that so many of you used it to share you appreciation and support for the preschool. We were also very grateful for the suggestions and honesty about where we can make changes for an even better preschool experience for you and your little ones.

We have collated many of these suggestions and wanted to share with you what we have done, or are in the process of doing, to respond to them. Apologies for the delay in getting these back to you; we have been busy making changes!

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| **What you said….** | **….What we’ve done or are doing** |
| “There were no settling in session; just a quick meeting in the garden”  | This will have been during the period of time when our Covid measures were in place. Covid was an unusual time for us all, and our usual way of doing things, such as settling-in, did have to change. We fully agree that the necessary changes made due to Covid were challenging, but we’re very happy to report that we are now back to our pre-Covid settling in process, which allows for plenty of flexibility to cater for the individual needs of each child and their family to ensure that they are well settled at preschool. This includes time spent inside the setting for both parent(s) and child. Please see our ‘The role of the key person and settling in’ policy on our website for full details. |
| “More information could be given about my child at drop-off and pick-up “ | Drop OffWe understand that there will sometimes be important information to pass on to the team in regard to your child. We also know that drop-off is busy, and it isn’t very easy to have a private conversation with the staff team at that point. If it is something that doesn’t relate to that day, please email Alison on managercumnor@gmail.com to allow the issue to be discussed confidentiality and give it the time it needs. If it is something to do with that day and you need a few moments to discuss, please feel free to step to one side until the queue has died down to speak with the team.CollectionThe preschool team is always very happy to fill you in on how your child’s session has been. Unfortunately it is not always possible for the person on the gate to do this, due to the limited space we have. In an ideal world the setting would have a lovely open space to allow us to manage the drop-offs and pick-ups in a more relaxed way. However, when you collect your child, we would encourage you to come into the setting to collect your child where there will always be a member of the team to talk to. They will be very happy to share how your child’s session has been and will answer any questions you may have. And please remember to look at the updates on Tapestry too – the survey feedback from Tapestry was excellent, and we’re so pleased you enjoy using it. If you need a more thorough lengthier conversation about your child with your child’s key person, or Alison as manager, please email Alison on managercumnor@gmail.com and she is more than happy to arrange this. Plus at the end of each term there will always be an opportunity to have individual chats with your child’s key person…. remember to look out for the board to sign up for one! |
| “It feels like there is pressure on the children to be 100% well in order to attend the setting.”  | We’re sorry that it feels like this, and we are confident we can improve things.Covid was a particularly challenging time for the staff at preschool, and we are probably holding on to the memory of that time when coughs and colds *were* the start of something more serious. But we do fully appreciate that those times are now behind us and that children will, and do, often get mild coughs and colds, in fact, these are a normal and healthy part of a child’s immune system development. Mild coughs and colds should not mean children do not attend preschool. There are illnesses which *would* prevent children from attending preschool, and we know that making the decision as to whether your child is well enough can be tricky for parents. We are reviewing our policies to make sure that parents feel informed and confident in making the decision as to whether their child is well enough to come to preschool. We will re-launch this guidance to all parents when the review is complete and hope this will help.  |
| “I am not fully aware of what they are learning outside of seeing photos on Tapestry” | An overview of our plans for each term is sent to parents in September, the start of the Preschool year. This is very much a guide, as our morning children follow a child-led curriculum where the staff team follows the individual needs and interests of each child. We appreciate that information sent when your child takes the new step to starting preschool can be a lot to take on board, so from September 2023 we will start sending out a term plan at the start of ‘each’ new term. We hope this will act as a reminder of what our key focus areas/topics are for that term. In addition to Tapestry, please also see the newsletter for information on what the children have been focusing on and doing in their sessions at preschool. In addition, for our afternoon children who are starting their preparation for Primary School transition, we provide some focused adult led learning and activities alongside their ‘free’ play. We send out a weekly tapestry with the focus challenges for the coming week. This provides parents with an opportunity to reinforce the learning at home. |
| “I didn’t realise what the committee did or how important it is to the preschool until I spoke with a member” | Information about what the committee is and what we do is sent to parents in a ‘Welcome to the Preschool’ email from the Chair when your child starts. But again, there is a lot to take on board at the start of this new big step for your child. A committee-managed preschool is also very different from other more common set-ups such as primary schools and private nurseries, so we know it will be completely new to many, if not all, new parents. We hope you have seen the launch of our new twice termly section in the Preschool newsletter called ‘News from the Committee’. We will use this to update you on the things we are focussing on and doing on the committee so that parents feel more informed and connected to what the committee do and the role we play in preschool. Don’t forget that we are always keen to welcome new committee members and would encourage you to join our ‘Friends of the Pre-School’ Whatsapp group who do a wonderful job of supporting us to host our fundraising events.  |
| “I am happy with how the funds are raised from fundraising but not always aware of how they are spent.” | Over the past few years, our fundraising has enabled some big projects to be completed, such as the Rainbow canopy area at the back of the garden and the extended canopy running the length of the building outside, and new bookcases and the purchase of our lovely new play kitchen inside. More recently, we had the very successful ‘Valentine’s Tree’ which we used to buy some wonderful new play equipment for the children. These things were on Tapestry and in our newsletters, and we will continue to always let you know what we spend our fundraising on via these methods. That said, we are always using the funds to supplement the purchase of less exciting things such as toilet rolls, cleaning materials, and basic art and craft resources, which we don’t tend to tell you about, but rest assured we are doing! Keep your eye on the newsletter for the bigger projects that we use fundraising money to complete!  |
| “My only wish is that preschool would open in line with school drop-off to save standing about and being late for 9am commitments”  | We heard that this is a big issue for many parents, so thank you for bringing this to our attention. We are currently exploring how we could make an earlier start time possible in regard to our session times and grant funding criteria. At this early stage we cannot give any form of timeline for when this may change, but we will be reviewing these options in the committee and will keep you informed of our progress.  |
| “Would preschool ever consider taking the younger children for whole day sessions, or any after 3pm sessions to tie in with after-school clubs?” | In response to this, we are speaking with other preschools about how they offer this, with the view to thinking about how we could begin to offer a more extended service to fit the more typical 9-5 commitments of our parents. Historically, preschools such as ours were used in a different way; they were not used as a main method of childcare, but we appreciate that in our community now, they often are. That being the case, our start times and closing times do not often ‘match’ the working day demands of many of our parents. We value our place at the heart of our community alongside the primary school, and will be exploring how we can better support our community in the challenging job of balancing work and family life. This will be a more long-term deliverable for the preschool, but one which we are pleased to be able to say we have started to explore.  |

If you would like to see the survey results in full, please go to our website: <https://www.cumnor-preschool.co.uk/parent-survey-feedback>

We will survey the families of children who are leaving us after summer 2023, and repeat the main survey again in the autumn.