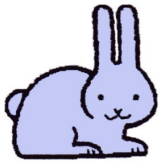

Our Annual Parent Surveys provides us with invaluable information that enables us to continue to provide the highest standards of care and early year's provision for your child. It also provides you, the children's parents and carers with the opportunity to have your say about your child's preschool and tell us what you like or what you think we can do better.

Thank you to all of you who took the time to return your questionnaires. All our preschool families were invited to take part and out of the 38 questionnaires sent home we received 21 back, or 55%. This is a collated collection of all your comments, good and bad. Children's names, where used in your responses have been shortened to their first initial. Our responses to your comments are shown in italics.

1) **My child enjoys coming to Broadhall Bunnies Preschool**

Strongly agree	Agree	Don't know	Disagree	Strongly disagree
15	5	1		

Your comments:

- Beautiful atmosphere, very welcoming staff, lots of toys etc to occupy small minds.
- K always looks forward to school and is always talking about school. He loves it!
- She is still up and down when I leave her, but she is always happy when I pick her up. Hopefully in time, and as she attends more she won't always cry when I leave her.
- Although K has struggled to want to go in I am happy and confident he does enjoy his time in session.

2) **My child was helped to settle into Broadhall Bunnies Preschool.**

Strongly agree	Agree	Don't know	Disagree	Strongly disagree
19	2			

Your comments:

- Staff are so friendly, always happy and willing to play.
- He was upset at first but someone always carried him from me and settled him.
- Settled really quickly, staff were very welcoming and we've never had a problem with him not wanting to be there.
- There is always someone there to encourage her in and to distract her from being a little upset.
- Strategies and support are excellent.
- My son settled really well and quicker than I thought he would, this is because the staff are very welcoming.

3) **I would feel comfortable in approaching staff with questions, suggestions or a problem.**

Strongly agree	Agree	Don't know	Disagree	Strongly disagree
18	3			

Your comments:

- No matter what the problem or question staff are always reassuring and if they don't know the answer they will find out for you.
- Staff are all very friendly and easy to talk to! Always make time for a quick chat, and always helpful and reassuring.
- All the staff are welcoming and appear extremely approachable about anything.
- I have never felt unable to talk to any member of staff about anything. Very approachable which is great.

4) My child is safe and well cared for at Broadhall Bunnies Preschool.

Strongly agree	Agree	Don't know	Disagree	Strongly disagree
18	2	1		

Your comments:

- My child has 'special food' as she is lactose intolerant. If they are having a snack I am always made aware so that I can bring food in so she can still 'share' the same snack as the others.
- He is always very happy and well when picked up. Never had any concerns what-so-ever.
- I agree she is very safe and well looked after, my only slight concern was she was able to get her hands down the toilet three times in one session, it was dealt with and I did speak to her key worker and it has not happened since so cannot fault.
- As far as I am aware.

Children are naturally very inquisitive and are always very keen to explore their environment, regrettably on occasion children may explore in areas that are not so desirable! Fortunately, however, they are usually one off events at preschool. Once a preference for play or schematic behaviour has been observed such as this preference for water play the unwanted/undesirable behaviour can be replaced with meaningful play experiences, in this case by ensuring that we were providing water play outside.

5) I think Broadhall Bunnies Preschool is well led and managed.

Strongly agree	Agree	Don't know	Disagree	Strongly disagree
16	5			

Your comments:

- All the staff are one team and work together for the benefit of the children as well as working individually.
- Facebook page is always informative, newsletters have info about planned activities and topics and learning journal has work samples and inserts filled in.
- My child has been looked after well. Her needs have been identified and addressed.
- Competent staff, lovely activity ideas. Leaders are always there at the beginning and end of a session to talk to.

6) I receive enough information about my child's activities at Broadhall Bunnies Preschool.

Strongly agree	Agree	Don't know	Disagree	Strongly disagree
16	3	2 (one respondent circled both agree and don't know)	1	

Your comments:

- We are kept informed all the time as to what is going on, if my child has a difficulty with anything the staff work together to overcome it.
- I agree we do get informed on what is happening during the term, but on a day to day basis I'm not sure what activities you/she has been doing. Mainly because she is unable to tell me what she has been doing, but I know I can always ask a staff member and they will be happy to discuss.
- I would like to be informed of daily activities.

Our response:

We are trialling putting a notice up at the door at the end of the session about the activities that we have been taking part in throughout the day.

7) I like to receive information through: (Please circle all that apply)

Newsletters	Parents notice board	Curriculum guidance sheets	Facebook	Preschool Website
19	6	7	13	9

Your comments:

- I do not go onto Facebook very often but I am kept up-to-date via the newsletters or told about it by a member of staff.
- I am happy with how I receive information (none of the above were circled).
- As above I like to read the newsletters, but it is also nice to see all the pictures on your Facebook page. It is nice to know the song/book of the week as well so we can (try) to sing at home.
- I feel that information should be accessible through all available media to empower parents to gain it no matter what their circumstances are.

Our response:

We will continue to use all of the above as a means to share information with you. We send newsletters home regularly throughout the year and curriculum guidance letters are published termly. Our Facebook page is added to throughout the week with text and when possible photos. Newsletters, information sheets, curriculum guidance letters etc are all available as PDF's on our website which is updated as necessary. Our parents notice board in the setting is used more to share information from external agencies and legal documents, for example our registration certificates, insurance certificates etc.

On a daily basis information is shared verbally with parents in the morning and at the end of the session and by using our white board that we place outside our front door when the weather allows, or in the adjacent window. This will now include details of the activities that we have enjoyed each day.

8) Does your child have a favourite activity at preschool?

- My son likes doing the football sessions.
- Arts and crafts.
- C loves to play outside.
- Play dough, Barbies, and playing outside. She loves playing with B (another child).
- Computers.
- Computers, playing outside, anything messy, sand, water etc.
- Not sure as quite new to preschool.
- He loves playing with the trains.
- To play with other children.
- It was the football; loves small world and puzzles.
- Story time, activity times.
- Dressing up.
- Play dough and outside activities; football is a favourite.
- Water; outside.
- Football.

- Anything that involves water! She's a keen outdoors girl too, so nice to know you can use the schools grounds.
- Drawing.
- Cars, water play.
- L likes playing outside.
- Playing outside.

Our response:

Due to structuring changes and funding cuts at the local children's centre unfortunately our SBFC football sessions have now come to an end. We have since approached the football club to discuss the possibility of restarting them in the next academic year; this is, however, dependent on availability and our budget restraints. We will keep you informed!

9) As a parent/carer, what do you feel are the best things about pre-school?

- Learning to communicate with other children.
- Broadhall Bunnies has a very good reputation and is one of the best preschools n Stevenage. Staff really help the children to make the break from parents; they encourage children to play with others so they learn to be social from an early age.
- Everything, I really like Bunnies, helped settle M in very well and she has come on leaps and bounds since starting.
- If C had a problem at home I come to the preschool and speak to someone and always get help and support.
- N/A.
- The staff are amazing. Really helped E to settle and helped masses with potty training. There are also such varied activities. Great for active minds with short attention spans.
- Interacting with others and picking up new skills.
- They have been amazing with all the support they have given us.
- I like to see my son coming home happy and I know that is because the staff are doing a great job looking after him.
- It gets my child used to playing with other kids in a school environment.
- So much to engage in, staff are lovely, children are happy and it always seems fun for the children.
- Staff are caring; children are assisted well.
- Very friendly staff. Great feedback on child's activities and goals. I love the folder created on E – giving me an insight into what she gets up to at preschool.
- Has given H confidence.
- Giving child confidence.
- Interacting with other children.
- To know my child is safe and happy.
- My main concern when she started was the fact that she has a speech delay, so I was happy to find out Amy is doing an IEP with her to encourage her speech a bit more. I believe she is doing a lot better and trying more.
- Learning from a young age.
- My child really enjoys the social interaction and definitely learns a lot.

10) As a parent/carer, what areas do you feel could be improved?

- Little more communication with staff, I feel as though I do not know much about who my child likes to play with or what activities he is doing in school or what he has learnt from it.
- Numbers.

- N/A.
- Nothing, my son loves it.
- None comes to mind.
- There is always room for improvement but I cannot think of any that needs doing here it is so well run.
- I have no complaints as a parent. Bunnies has always been fantastic in everything they do and provide. All 3 of my boys have loved attending and it would always be my first choice.
- Nothing at the moment.
- None, because we are happy with everything.
- None.
- N/A.
- Only thing I would say is that it would be nice to see more pictures of children/activities on your website/Facebook page.
- Just keeping parents up to date with the activities that the children are doing that are different.
- You are all doing a great job.

Our response:

Key workers are always available to talk to parents and carers at the end of each session and you are always welcome to look at your child's learning journal (special book) and add information from home to them. The children's journals include short written observations, photos and work products that chart your child's learning and progress, and these are cross referenced to the Early Years Foundation Stage (EYFS) Ages and Stages sheets to ensure that all children are developing across all 7 areas of learning. Please speak to your child's key person if you would like to know more about this. We also have biannual parent consultations where you have the opportunity to discuss your child's learning in depth with their key person and we provide a written report for you of your child's progress.

To ensure you all have a better idea of what we do each day we are trialing a new notice board to inform parents of our activities (see above, question number 6) and we are also looking at how we can add more information about learning in our curriculum guidance sheets.

We have a maths area in preschool and many of the children use it to explore during child initiated play. We also regularly plan for adult directed maths activities; however, most maths input at preschool comes through the everyday activities and conversations we have with the children. Maths is in just about everything that we do! In September we will have named members of staff who are responsible for different areas of the curriculum, maths, literacy, science and music, and we will be closely monitoring how this impacts on the children's progress in all areas of learning.

We would love to be able to show more pictures on our website and Facebook page. However, at the moment we have several children at preschool whose parents have expressed a wish for their images not to be used on social media sites. This, understandably, greatly limits which pictures we can use. We show as many as we can and hope to be able to post more again in the future.

11) Are there any other comments you would like to make?

- Only to thank the staff for the jobs they do to ensure all the children are well and happy. Keep up the good work.
- Thank you for making my child's time at preschool so memorable.
- Thank you to everyone at Bunnies and keep up the amazing work.
- My daughter has been well looked after.
- Very satisfied with Bunnies, E has loved attending every day.
- N/A.

- N/A.
- Really happy with my choice of preschool. Always kept up to date with things and I feel happy and confident in all your staff.
- No.
- Over all very impressed and do recommend to other parents.
- Thank you ☺
- It is great to have other activities for children to experience that would not be possible at home, different toys and games to play with and other adults and children to be able to communicate and socialise with. Preschool is useful especially in my case to enable a happy separation between Mum and child, giving my child confidence to be ok with a little independence & know Mum will always come back. My only disappointment has been not being able to have access to group storybooks each week. We have had 2 of them and did find one in the library but I would have likes to be able to follow each weeks book of the week and unless you are in a position to purchase each one (which I am not) there hasn't been enough time to source from the library, look in a charity shop or borrow from a friend. Maybe half a term in advance list with a reminder on Facebook each week would be good? I like the words to the song of the week being published each week on Facebook.

Our response:

We generally have around 6 books and songs of the week planned at the start of each term that fit with our topics. This term, for example, we have planned lots of activities around butterflies, caterpillars, and life cycles. We have an idea of which weeks we might use the books and songs, but this is liable to change as the weeks go on, especially when we are finding new resources to follow the children's interests, or if the children are really enjoying them they may remain our book of the week for 2 weeks on the trot. (Our song of the week usually remains the same for 2 weeks. This enables all the children to have the opportunity learn and enjoy them). The remaining weeks are filled as we go along, following the children's interests or by choosing books that the children have asked for or are recommended to us.

The books that we have planned for at the start of the term are listed in our curriculum guidance; they are also published at the start of each week on our Facebook page along with the words to our 'Song of the Week'. We may have more than one copy of our most popular books; please feel free to ask if you are struggling to find a copy as we might be able to help.

Thank you for taking the time to read this. If you have any questions, further comments or queries please speak to any member of our team.