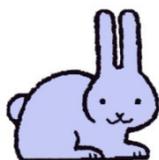


July 2016



Our Annual Parent Surveys provide 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.

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 48 questionnaires sent home in June we received 29 back, or 60%. 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 25 | Agree 4 | Don't know | Disagree | Strongly disagree |
|----------------------|------------|------------|----------|-------------------|

Comments:

- The first week she was very anxious but now she asks to go all the time.
- She can't wait to get through the doors in the morning.
- 'L' loves playing at Bunnies.
- My child is not very excited about going to preschool but accepts that they have to go.
- 'B' loves school once he has been, but has been having a few issues going into school, but that is just copied behavior from his sister. He loves to tell me what he has done at preschool.
- Always happy when I pick her up and in a good mood so I can see she has had a happy day.

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

| | | | | |
|----------------------|------------|------------|----------|-------------------|
| Strongly agree 24 | Agree 5 | Don't know | Disagree | Strongly disagree |
|----------------------|------------|------------|----------|-------------------|

Comments:

- Her key worker Amy has taken a lead role in ensuring that 'I' is happy.
- All the staff are very friendly and welcoming to the children.
- Visiting before he started helped him to feel comfortable here.
- There was always a member of staff to help and there still is if 'S' is a bit unsettled to begin with when I leave her. As soon as I am gone she stops crying.
- Staff really settled 'F' in well and still now if he is reluctant to go in staff help him.

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

| | | | | |
|----------------------|------------|------------|----------|-------------------|
| Strongly agree 24 | Agree 5 | Don't know | Disagree | Strongly disagree |
|----------------------|------------|------------|----------|-------------------|

Comments:

- Staff are always willing to help.

- All the staff are approachable and friendly.
- Staff are very approachable and so all they can do to help the children and families. Rachel has really helped with some problems that we have been having. It's lovely to know you have help and support.
- Rachel and Anna are particularly approachable, always greeted with a smile from most staff.
- Everybody is approachable and helpful.
- Yes to approaching some staff but not all of them, some can be miserable at times.
- Staff are always friendly and approachable.
- Staff make you feel very welcome to talk to you and never ignore you.
- I never worry about him in your care as I feel happy with the staff and their level of training.

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

| | | | | |
|----------------------|------------|------------|----------|-------------------|
| Strongly agree 22 | Agree 7 | Don't know | Disagree | Strongly disagree |
|----------------------|------------|------------|----------|-------------------|

Comments:

- 'B' asks for Amy her key worker regularly and says she loves playing with her.
- I have no concerns or worries when my daughter is there.
- Unclean faces after lunch clubs! Although after discussing this with a member of staff seems to have been resolved.
- Few occasions I have picked him up and his nappy has been about to leak and no dirty nappies in his bag.
- My boy is so happy at Bunnies. He was never so settled at his other preschool.
- There's no indication whatsoever that she's not well cared for. 'S' also tells me sometimes that she loves school.

All children in nappies are checked during the session to see if their nappies need changing, especially after snack and lunch times. The times that each child is checked and / or changed is noted on the register daily. Please let a member of staff know if your child has had a lot to drink so we are aware that we need to check them more frequently, or if you think that your child might have been inadvertently been missed so we can ensure that it does not happen again.

The children are given wipes to clean their faces and hands after eating at lunch time, this helps to promote their independence and self help skills. As we have two pick up times at 1pm and 2pm sometimes the children who leave earlier are just finishing their lunches and staff are still in the process of tidying up and checking that faces and bottoms are clean when parents arrive.

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

| | | | | |
|----------------------|------------|------------|----------|-------------------|
| Strongly agree 22 | Agree 7 | Don't know | Disagree | Strongly disagree |
|----------------------|------------|------------|----------|-------------------|

Comments:

- Everything is well planned.
- Yes I feel that Rachel and Anna are very intelligent and knowledgeable about their jobs.
- Thank you for everything that you have done for 'L'.
- Rachel has done an amazing job with Bunnies over the years.
- Informed well of any events etc coming up and anything else that has changes e.g. no lunch clubs etc. I like that we can see what our little ones have been up to on Bunnies Facebook page too.
- All the staff are very professional as well as warm and friendly.
- Communication is high and consistent, one of the reasons that we joined Bunnies as the communication was prompt and well managed.

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

| | | | | |
|----------------------|------------|-----------------|---------------|-------------------|
| Strongly agree 19 | Agree 5 | Don't know 2 | Disagree 2 | Strongly disagree |
|----------------------|------------|-----------------|---------------|-------------------|

Comments:

- Because I do not pick 'B' up or drop her off I don't always have direct information.
- I love seeing the photos on Facebook showing what my child has been up to.
- I would like more personal updates as to what she has done and who she has interacted with; I feel that the board (although it is informative) is too general.
- Sometimes I don't feel like I know what they have been involved in.
- Thanks to the information board and Facebook page.
- I have a good idea of what 'S' has been doing as it is written on the board everyday and we get a letter about what they have been learning each term too.
- In the time that 'F' has been at Bunnies I feel the information about his activities has improved.

The whiteboard that we use to tell you what we have been doing was introduced last summer as a direct response to your comments on our last survey. Whilst we strive to ensure that the whiteboard is written on daily there are times when it is just not possible.

Staff are always at hand to answer any questions at the end of each session and a more personal update can be provided then.

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

| | | | | |
|-------------------|----------------------------|---------------------------------|----------------|------------------------|
| Newsletters 27 | Parents notice board 12 | Curriculum guidance sheets 8 | Facebook 18 | Preschool Website 6 |
|-------------------|----------------------------|---------------------------------|----------------|------------------------|

Comments:

- White board is great but not consistently used, could be more opportunities to update parents with this.

- I personally prefer Facebook / school websites (all were circled)
- The outside information board
- I am not aware of a preschool group (Facebook) or notice board (commented above does not pick up or drop off child).
- (Marked all above) – and email for important date reminders or special dress up days etc.
- Newsletters and parents notice board are nice as they are immediate and you don't have to go looking for info. Also I'm not on Facebook. Not really sure what curriculum guidance sheets are or what they would tell me about my child.
- All of these are good ways, curriculum guidance, Facebook and newsletters would be what I would pay more attention to.
- (newsletters, curriculum guidance sheets and Facebook) - these are easier for me as its rarely me taking or dropping off my child.

Curriculum guidance sheets are sent home at the start of each term and give parents an outline of the topics that we will be covering and events that are planned.

See response to question 6 re the whiteboard.

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

- Outdoor play.
- 'I' loves singing and playing with 'soars' (dinosaurs).
- Not sure!
- They don't talk about school I try to discuss school but I don't get much response.
- Cars!
- Play dough.
- Play dough, home corner and playing outside on the ride on toys.
- 'S' loves to role play and enjoys the home corner and dressing up. She also likes the singing.
- Dressing up.
- Gluing and playing outside.
- Playing with 'friends and Amy'.
- 'K' loves playing outside on the ride on toys.
- Playing outside and playing with other children.
- To play with the dinosaur toys.
- Playing with the play dough.
- Playing with the dinosaurs.
- Messy play.
- Story time. Playing outside.
- 'S' love playing with the dough, drawing and playing in the sandpit. She likes singing time too as she sings a lot after being at Bunnies so I know what songs they sang that day.
- She loves messy play and singing.
- Being outside in the garden.

- Play dough and arts and crafts.
- I'm not sure; she tells me she plays outside a lot but not a lot else.
- Play dough and computer.
- Dinosaurs.
- He enjoyed riding his bicycle at school.
- Ride on toys.
- She likes to play with the play dough and dinosaurs.

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

- Getting them used to a school environment and leaving mum for a few hours.
- The preschool is so warm and welcoming. My childminder has said everyone is so friendly and it's the best provision that she has had contact with.
- Friendly and approachable staff well set out activities.
- Learning nursery rhymes/songs.
- Interacting with other children.
- Helping children settling down at school.
- For my child to learn boundaries and mix with other children. To enjoy activities that they don't get to do at home.
- Playing with other children.
- The communication between staff and parents is excellent. The thought put into the children's activities is brilliant; i.e. father's day gifts, mother's day gifts, Easter bonnets.
- Preparing for school, grows confidence, teaches basics of early learning.
- My daughter is learning to share and play nicely at school, and she has made amazing bonds with staff and pupils.
- Learning to count.
- Friendly atmosphere.
- Children learn to communicate with each other.
- 'K' love seeing his friends and telling the teachers what he has been up to at home.
- The school provides lovely thoughtful things to take home e.g. bag when they started, Christmas, Mother's Day, child of the day, mince pies when the children sang their Christmas songs, could possibly so a couple more of these between starting and the summer term.
- Knowing my child is happy and learning new social skills to develop friendships.
- Helps build confidence up; sharing toys and playing with other children and learning to make friends.
- Management is good.
- Interaction with other children and academic learning from an early age.
- Loads! - toys all workers are happy with a smile.
- Friendly staff, regular updates on how my child is doing, weekly informant about what they are doing, also a wide range of topics that always help my child to learn so much.

- Nice environment, lots of activities set up, indoor and outdoor space and activities, friendly and professional staff, happy setting for children.
- Interacting with the other children and getting familiar with a classroom setting and rules. Also the learning and activities.
- Exploring, learning, making friends.
- The staff.
- Learning new things – socialising – free play.
- They have very good members of staff.

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

- Nothing (x12).
- Bunnies is the best!
- I don't think there is.
- Don't know.
- I am happy with everything at Broadhall Bunnies and my child loves going to preschool.
- I have had all positive experiences.
- Very happy with preschool.
- Not to the best of my knowledge.
- I only wish that the football thing had been running whilst he was there.
- Could be more communication when things like illnesses and outbreaks of chicken pox and head lice so we know to look out for symptoms.
- There isn't anything, maybe the cloakroom areas for hanging coats bags etc but that's just a minor thing as a bit hectic in there sometimes to move.
- Some structured play sessions? Afternoon sessions (we are going to be leaving in September as will need full days).
- Communication, we felt bombarded at parents consultations as issues with 'H's' progress had not been raised with us between these, particularly by his key worker. *(Please see related parent comment in section 11).*
- In the mornings it is gets a little bit crazy everyone trying to hang things up.
- It would be nice to know personal achievements/specific progress of children at Bunnies, as it happens, not just at parent meetings. It would be nice if on Mother's/Father's day cards if you could check with parents it it's ok to put Dear Mummy/Daddy rather than 'for someone special' or just put something like 'with love on Mother's day'.
- I would like more personal updates as to what she has done and who she has interacted with; I feel that the board (although it is informative) is too general. Also ensure dressed appropriately, I put her in a zip up hoody in the morning when cold and she was still wearing it for pickup when it was 20° outside.
- I am very happy with the preschool and I personally feel that it's the best one in Stevenage! I hope my child gets a good all round experience.

The football sessions were provided by SBFC and funded by Stevenage Children's centres. Unfortunately the scheme came to a natural end at the end of the 2015 financial year and has not been funded since.

Fortunately we have just had a few cases of the most common childhood illnesses like chicken pox or conjunctivitis and isolated cases of nits and head lice. We follow the guidelines as set out by Public Health as to when we should inform parents as there is a fine line between the need to alert vulnerable groups of potential hazards and causing unnecessary stress and worry. If you have anyone in your close family who is vulnerable to infections please let us know.

The problem with overcrowding in our cloakroom area has been highlighted to us before through our surveys. We have done our best to keep the area clutter free, however, with the shape of our classroom and the location of the toilets we can see no other logical place for the coat pegs to go. If you have any ideas as to how we can improve this area please let us know!

We believe that children learn best through being engaged and involved in their play learning, therefore, throughout the session we observe the children closely and follow their interests, supporting them in their play as they explore the classroom environment. We offer structure in our routines and boundaries, whilst our play activities are open ended and designed to encourage the children to interact with them, explore, socialise and ask questions. We believe that whilst children are still so young their best learning happens through being hands on and playing. There is plenty of time in their school careers for more structured classroom sessions.

Afternoon sessions are something that we would happily trial if there was the demand, however, at the moment we do not believe that this is the case. If though after reading this any more parents would be interested in 3 hour afternoon sessions for their children please speak to Rachel and we will investigate further if it would be feasible.

Staff are always available at the end of each session to talk to parents; if you would like more information about your child's day at preschool please ask. Alternately we can arrange for your child's learning journal to go home for you to look at and share with friends and family; this is also a good opportunity for you to add to it too!

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

- Rachel and Anna were both fantastic when I approached them about 'H', reassuring and professional. Thank you for the care that you have given.
- Thank you for making 'B' feel so happy and safe.
- So happy with Broadhall Bunnies, staff are excellent really helped to settle 'M'. I wouldn't hesitate sending my other child when she is older. Thank you.
- None or N/A x3.
- Great preschool, lovely staff! Thank you for taking care of my son.
- I am pleased with the system in which the preschool operates, well organised.
- Very happy with my daughter going to Bunnies, she has come on a lot.
- I really like Bunnies and my children like coming too.
- Over all we are very happy.
- Keep up the good work and we are sad to leave.
- Thank you for a fantastic job and it shows from the behaviour of my child.
- I have no concerns re preschool; very happy with it and I do recommend it to other parents.