



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. This year out of 45 forms that were sent home we received 21 replies, (47%). Please see below the collated results which include all the comments made by parents as they were written on the returned forms. Our responses to your comments are all in italics.

1) **My child enjoys coming to Bunnies Preschool** (Please circle your answers and comment below as appropriate)

Strongly agree 13	Agree 8	Don't know	Disagree	Strongly disagree
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- (Strongly agree) My son starts asking to go to preschool as soon as his eyes open!
- (Agree) She is learning new skills (sign language, baking, counting and phonics)
- (Agree) She has made great friends
- (Agree) Although a bumpy start due to my daughter finding parental separation hard support and patience was the key to overcoming the issue

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

Strongly agree 14	Agree 7	Don't know	Disagree	Strongly disagree
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Comments: (Please continue on a separate sheet if necessary)

- (Strongly agree) T was very shy and clingy when he started
- (strongly Agree) My son started when Carrie was there (Early Bird), she was absolutely brilliant helping L to settle
- (Strongly agree) Was known as Early Bird at the time
- (Agree) Paula was amazing at helping my child to settle
- (Strongly agree) When she started in January 16 she was helped a lot. Now she is getting ready for nursery in September
- (Strongly agree) Support and patience

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

Strongly agree 11	Agree 8	Don't know 1	Disagree 1	Strongly disagree
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- (Strongly agree) with child's health issues support was key and patient staff address issues in a fabulous way
- (Strongly agree) The staff is very welcoming and willing to help parents in an easy way. Thank you
- (Disagree) I don't know the staff well enough to do that
- (Don't know) The head staff is rather not very approachive. A bit rude and unwelcoming –

We are very sorry to hear that anyone should feel that any member of staff is unapproachable; we always welcome constructive criticism please do speak to us, if we do not know there is a problem we cannot do anything to fix it! Regrettably there was no name on this response so we cannot follow this up and try to correct this.

- (Strongly agree) Staff are very approachable and always there to listen and help if needed

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

Strongly agree 11	Agree 9	Don't know 1	Disagree	Strongly disagree
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- (Strongly agree) Never had a problem with my son's safety a few bumps with other children which is well documented
- (Strongly agree) Yes, my child is extremely happy to go to Bunnies Preschool
- (Strongly agree) Never had any safety worries
- (Agree) Overall strongly agree but there was 1 incident in which we was not informed of an accident until 2 weeks later

Without knowing the full details of this we are unable to comment; however, all we would like to assure everyone that all accidents are logged and we do strive to speak to the parent/s carers on the day. Unfortunately on rare occasions parents are missed at home time and if the accident was minor (e.g. a small tumble) we make a note to speak to them on their next session or if it was more serious (for example bruising or grazing) or the child was upset we make a courtesy phone call home.

- (Agree) I believe my child is, otherwise I would not leave them there. I just feel that the numbers of new members of staff I don't feel that they know my child that well and can't build a good relationship

We have, due to circumstances beyond our control had a high staff turnover during our first year as Bunnies. Rani decided that the time was right for her to leave childcare all together and move back into administration now her own children are older; Nadean is currently on maternity leave after giving birth to baby Millie; Paula was offered her dream job as a manager in a state maintained preschool and nursery which takes her one step closer to her dream job of being a school teacher and Liz was offered the opportunity of a lifetime to be owner/manager in her own preschool. One further 'full time' member of staff has in the last couple of weeks very regrettably let both us and the children down by leaving suddenly and unexpectedly, failing to return from her holiday to work her period of notice.

Over the past year we have been working very hard through all of these changes to build up a strong team of staff and have now got an excellent team who all work very well together. Our 'full time' staff are Rachel who has a B. Ed in Early Childhood Studies and has over 13 years experience in the field both as a practitioner and manager; Anthea who is level 3 qualified also with lots of experience who has very successfully taken over the challenging role of preschool leader; Alice who has also worked as a level 3 practitioner for many years and has another string to her bow as deputy manager in an afterschool club, and Lucy and Amy are also very experienced and enthusiastic early years practitioners. Last and not least of our 'full timers' is Nic who has years of experience from working at level 3 in a local school, in particular within nursery and reception classes. We currently have one vacancy for a full time deputy which we have been struggling to fill due to a lack of practitioners locally with the right qualifications and experience. We will let everyone know as soon as this vacancy is filled.

Now we have built this strong team we will continue to go from strength to strength. Parents will see more continuity with their child's key worker and we will continue to monitor, reflect and evaluate our practice.

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

Strongly agree 9	Agree 9	Don't know 2	Disagree 1	Strongly disagree
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- (Strongly agree) Definitely
- (Disagree) There's been a lot of change over the past few months and I don't feel that the parents have been reassured with the level of care being given to their children. Parent's aren't being kept in the loop
- (Strongly agree) It is very well led and managed than it was under Paula's management. However, some staffs is very cold and a bit rude also at times. In spite of that, the management is excellent. Children have many activities.

- (Strongly agree) I like that although it is a preschool it is very well structured
- (Strongly agree) Since Anthea took over as leader in April I feel like the preschool is a lot more organised
- (Don't know) Anthea is doing a brilliant job, approachable, chatty. However, Rachel has never made a formal introduction to the parents or just even approached us – find this a bit unwelcoming

Anthea has taken to her new role like a duck to water and it is lovely for her to hear such positive feedback.

We are very aware that for many parents the news last September that Early Bird had left came as a bit of a surprise as it all happened over the long summer break. We are very sorry to hear that any parents / carers feel that they were never properly introduced to Rachel during this very busy period. During the autumn term she was in the setting as much as possible during both drop off and collection times and was introduced to many of the parents by Paula and the rest of the team and a letter introducing both her and 'Bunnies Preschool' was also sent home with all the children. We can only apologise if anyone felt that they missed this or that we could have done anything better. Rachel is still a regular visitor to the setting as she works from both the Great Ashby and Shephall sites throughout the week, and she is always available to speak to parents/carers.

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

Strongly agree 11	Agree 10	Don't know	Disagree	Strongly disagree
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- (Strongly agree) yes
- (Agree) Always happy to have information about my child's activities
- (Strongly agree) Newsletters and Facebook page is very good to keep parents engaged and I am always happy to know what you are teaching this week
- (Agree) If we read the board yes. Letters are given frequently
- (Agree) If asked
- (Strongly agree) Yes
- (Strongly agree) I love being able to see what he has been up to on the Facebook page
- (Agree) I enjoy seeing pictures of what activities my son gets up to at school
- (Strongly disagree) Key worker never says what my child has been doing unless I ask, or unless there has been a problem, I only see info through Facebook but would like more feedback face to face

Key workers are always available to speak to parents at the end of each session or by appointment if this does not suit or if you would like longer. Every parent/carer is encouraged to come in at least once a term for a chat with their key person about their child's development, likes and interests. Please see our website for more information on 'focus child weeks'.

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

Newsletters 17	Parents notice board 16	Curriculum guidance sheets 6	Facebook 16	Preschool Website 9
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- All of the above, face to face is a favourite

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

- My son enjoys the cars the most and playing outside, he is a boys boy!

- My daughter likes most things, she told me she likes song time, dressing up and messy playing. She also enjoys playing with the animal figures and painting
- Z loves playing outside
- Being in the garden; cars, trains, cooking
- Carpet time, garden
- G has enjoyed making the variety of focus over the last few weeks and he enjoys playing outside
- She enjoys going out in the garden and playing football
- A says her favourite activities are playing with her brother, and friends B and N!
- Playing in the garden and playing with the dolls/buggies
- Water activities and singing; I would like more feedback around how he is (likes, dislikes, areas to work on) at preschool as I'm sure he is very different when he is away from us
- General play
- Cars
- Yes the hairdressing and the kitchen and the playhouse for girls and boys
- Painting, drawing and general arts and crafts
- Yes, painting and playing in the garden
- Playing outside and drawing
- Going outdoors and playing with the animals and dinosaurs
- Dressing up
- Outdoor play; painting

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

- To be able to interact with staff and children and generally socialize
- The friendly staff and vast variety of activities set out each session
- Approachable staff and the variety of activities on offer
- There always seems to be lots of different activities on offer for the children. My daughter has a very close bond with most of the teachers, they are all very caring
- Social interaction and child initiated play
- Building child confidence, learning through play, teaching children to share and manners
- The set up is important as it is at their level. Also the spoon record is good (Self registration)
- Independence, choice of snack. Making friends
- Location. A good team of staff
- Lots of activities
- Love the cooking activities
- Variety of activities on offer
- New things he learns each week and experiences with friends
- Small setting, everybody knows my child. Focus week
- Giving H the opportunity to mix with other children
- The lovely outside area with artificial grass. The girls/staff are very easy to talk to
- I am loving the cooking/food week. L is a very fussy eater at the moment so for him to try foods he never usually would is amazing. Rainbow rice is now a regular at home!

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

- I can't think of any? The only one thing would be allowed to apply sun cream if parent provides it in hot weather

Unfortunately with up to 26 children in attendance applying sun cream would mean that we would never even get out of the door on sunny days! Modern sun creams are now long lasting and, providing they are applied just before preschool should last very well for the 6 hours that children are here.

- Staff turnover is quite high meaning that Jack is on his third key worker, and though it has all remained positive/no issues

Please see our comment in section 4

- The approach with the parents definitely needs to be improved. Paula was extremely friendly, accommodative and approachable compared with Rachel or Anthea
- Perhaps more 'out and about' activities locally

We would love to do this more often, however, for any activities leaving the setting we strive to have a ratio 1 adult to 2 children so we are reliant on low attendance numbers and parent helpers along with nice weather!

- Check in problem with the spoon
- Communication – definitely saw a difference when it changed hands – there seems to be a lack of information passed on – new staff joined – staff left – not really told about this
- My child loves preschool and will be sad to leave. Thank you Lucy!
- It was frustrating that Jack's new school visit was arranged while he was off but there was no communication to us to see if he could attend (we could have). Although the visit date might have been part due to the school.

Unfortunately schools visits are arranged around their diaries not ours. Whilst we try to be as flexible as possible in allowing children to attend extra sessions this is not always possible due to the strict staff/child ratios that we have to adhere to.

- Weekly feedback on how my child is doing/activities. To be notified of new members of staff and volunteers

Anthea is now posting news and photographs on our Facebook page several times per week as well as adding new items regularly to the parents notice board. Please speak to any member of staff for face to face updates.

- Provision for storing/hanging coats and bags etc as always on the floor or chairs when I arrive to collect my daughter -

On some days we have to vacate the building very promptly as other users come in straight after us. On these days we have to start to put things into the cupboard whilst the children are enjoying outside play, (they then come in for carpet time). The coat rack, being so large, needs to go into the cupboard first, and the coats are laid out onto the chairs or on the floor by the wall so the children can quickly and easily find their coats and bags.

- Am very happy with the setting
- A bowl of warm water to be placed somewhere for them to wash hands after craft/painting activity and after lunch too!

Water for hand washing, soap and a towel are always available in the classroom for the children and it is replenished several times throughout the session, most notably before and after snack and lunch time and during 'messy' activities such as painting.

- The change over when AM kids leave and PM kids arrive. Very confusing. First AM kids should be let out then PM kids let in

As we run lunch clubs and offer all day sessions we are unable to 'end' one session before the next starts. We recently changed the layout of the classroom following similar feedback to ensure that the children are away from the hustle and bustle of the door opening and only get off the carpet when their names are called as their parent's carers enter the classroom. Feedback from this has, until now, been all positive. We will continue to monitor and evaluate this during the autumn term and if necessary make more small changes to the classroom.

- Books, (subject to parents paying a deposit) to read together at preschool then take home to read with parents

Now we have our lovely new shed we have more storage space in the classroom and we have recently purchased a lovely new collection of books (see our Facebook page for photos of the new collection) and we will be offering book bags for sale from September (£3.50 each). Children who have a book bag will be welcome to select a book to take home to read, just as they will in nursery school.

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

- It has been a great preschool for J and we do recommend if asked

This is lovely to hear, thank you very much!

- Good preschool, sad to be leaving at the end of term

We will miss each and every one of you – although for some it will only be goodbye for the summer as they will be enjoying shared care between us and Round Diamond School

- I am just so pleased L is still going to be attending Bunnies in September (Shared care, 30 hours)
- No
- Not all staff are aware of key facts. The information that they say is sometimes contradictory and confusing. Their log is also not well maintained.

Whilst we strive to offer parents their first choice of sessions unfortunately when we are full, as we are during this summer term, we are unable to change or amend the sessions allocated to children to suit parents changing needs. We can offer occasional extra lunch clubs but unfortunately, we cannot offer spaces when there are none free, we need to work to a strict ratio.

- None
- A sleeping area would be good to settle little children who are there for long hours. Music through instruments / listen and dance once a week

As we are a preschool rather than a day nursery we would recommend that any child who was struggling to attend 6 hour sessions with us should consider reducing their hours; neither our classroom or our timetable are conducive for a sleeping child.

We regularly have music and movement sessions in the setting, especially on days when the weather is inclement and we are unable to play outside and in nice weather we take the musical instruments out into the garden to encourage musical rhythm and movement.

- Thank you
- N/A
- No

Thank you to all of you who have replied to our survey.