



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 53 questionnaires sent home we received 14 back, or 26.5%. 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 Bunnies Preschool (Please circle your answers and comment below as appropriate)

Strongly agree 9	Agree 5	Don't know	Disagree	Strongly disagree
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Comments:

- (Agree) My child loved coming to preschool until she had a couple of "incidents" with another child, this knocked her confidence and she became nervous about attending.

We are very sorry to hear this. Whilst we strive to ensure that the setting is incident free children will be children and we do occasionally have disagreements over toys etc. Each situation is dealt with sympathetically and children are reminded about kind hands, nice sharing etc. All incidents that have caused upset are reported to the child's parents at the end of the session and we offer additional support to any children who have been upset.

- He has enjoyed the many different activities and opportunities to learn
- My son really enjoys Bunnies, just like my daughter did.
- (Agree) It has taken time but J does enjoy preschool now.

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

Strongly agree 11	Agree 3	Don't know	Disagree	Strongly disagree
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Comments:

- Excellent communication and very helpful, especially as a full time working mum who rarely gets to pick up or drop off.

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

Strongly agree 8	Agree 5	Don't know 1	Disagree	Strongly disagree
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Comments:

- I would just ask my Mum (who works at the preschool)
- I feel I have a close relationship with staff at Bunnies and I could talk to them about anything
- Not done this so "don't know" for that reason.

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

Strongly agree 8	Agree 5	Don't know 1	Disagree	Strongly disagree
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Comments:

- Good understanding of his needs and personality
- (Don't know) I've been made aware of occasions where children have hurt through misbehaviour of others and where these children have not been reprimanded or parents made aware.

As commented above we strive to ensure that the setting is incident free children will be children and we do occasionally have disagreements over toys etc. Each situation is dealt with sympathetically and children are reminded about kind hands, nice sharing etc. And all upset children are reassured and comforted. All incidents that have caused upset are reported to the child's parents at the end of the session.

As a setting we fully respect confidentiality and privacy and for this reason we do not discuss any child or any other child's behaviour with any parent/carer other than their own.

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

Strongly agree 7	Agree 6	Don't know 2	Disagree	Strongly disagree
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Comments: (one person ticked 2 boxes)

- Seem well organised and resourced

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

Strongly agree 2	Agree 8	Don't know 1	Disagree 3	Strongly disagree
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Comments:

- Through Facebook
- (Don't know) Last minute changes to plans and times

As a setting we try our hardest to stick to plans and timetables, but to ensure that we are always in ratio, that all the children are happy, settled and well cared for sometimes we have to tweak our plans at the last minute. We always strive to give parents/carers as much notice as we can, last minute changes are always advertised on our Facebook page and parent notice board as you come in through the door.

- (Disagree) As mentioned in previous feedback I would like to hear more from staff (about) what my child enjoys at preschool and is learning about. Not just FB for the whole group.
- (Disagree) I've not seen any learning journal or similar or had an update about what she does, any progress etc. (This parent answered 'Not done this so "don't know" for that reason' to question 3: 'I would feel comfortable in approaching staff with questions, suggestions or a problem')

Instead of having focus activities, each week we have three or four focus children. The week before a child is one of our focus children, they take home a letter to their parents explaining this, and asking you to contribute your knowledge of your child too along with a few photographs. Each child is a focus child once per term, three times a year, thus resulting in parents having the opportunity to contribute and consult with us in a structured way each term. During each child's focus week they will noticeably have more observations in their journals on which quality interactions and learning experiences are recorded. At the end of their focus week parents are invited in for a consultation, however, we find that not all parents choose take up this invitation through personal choice or work commitments, and on the odd occasion where parents have been running late our staff have had to offer to reschedule appointments as many of

our staff have to leave on time to collect our own children to collect from other schools in and around the town.

For this system to work effectively children need to be secure and settled in the setting before they are chosen as a focus child and during the summer term we had an unusually large intake of children, as a result of this not all of our new children were a focus child during the last term. We have planned to make sure that these children will be amongst our first focus children in the new term and we will be inviting all parents in for a consultation following this.

7) I like to receive information through:

Newsletters 12	Parents notice board 5	Curriculum guidance sheets 3	Facebook 11	Preschool Website 5
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8) Does your child have a favourite activity at preschool?

- Dinosaurs
- Paddling pool
- Dancing
- Football x4
- I don't think so, he loves everything. From Facebook photos it looks like he does a bit of everything!
- Eating snacks
- Playing outside x4
- Probably helping tidying up!
- Enjoy (sic) most activities
- Dressing up
- Colouring
- C loves to do a range of activities and I feel he loves playing with so many other children also
- Singing songs
- Playing with cars/vehicle toys
- Bubbles
- Shapes/numbers
- Don't know as not communicated to us via teachers, all i hear from my child is that he likes cars, and playing outside at preschool
- Don't know as it isn't discussed and child is not yet verbal enough to tell us independently (This parent answered 'Not done this so "don't know" for that reason' to the question 'I would feel comfortable in approaching staff with questions, suggestions or a problem')

We are pleased to say that our Smartie Box challenge was so successful that we have been able to fund football sessions for both the summer term and the first half of the autumn term. We will be reviewing this before half term with a view to the weather and being able to hold these sessions outside, and will then make a decision as to whether to continue with football until Christmas or to try dance sessions for the remainder of the term.

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

- Open, friendly, personal environment
- Helping my child to socialize, behave in the correct manner. Helps with speech and language

- Making friends. Learning to share and mixing with other kids
- Enjoyable environment for my child to play
- Social skills. Learning how to share with others. Interaction
- The key workers are easy to talk to and care for my child very well. Good variety of toys to play/learn with
- My child is more confident and happy
- Flexibility and ability to support wraparound care. Our son has enjoyed learning and sharing with his peers through a range of activities
- Staff are approachable, they try their best to settle the children
- Garden. Excellent activities (football), kind staff. Snack time
- Variety and making friends
- Friendly staff and happy children
- The range of activities

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

- I have noticed a lot of changes to the key people turn over. I don't know anyone's names and think maybe they should be introduced in the newsletters or something?

We have included a section in our first newsletter of the autumn term that introduces all of our staff to you. In addition to this we are also introducing new staff ID badges that are worn on lanyards that clearly show our photo, name, qualification, and if we are first aid trained.

- I would prefer the Facebook page to be private

Our Facebook page is kept public to allow for friends and family to see what we do at preschool. Logistically with up to 55 children on roll at any time determining who to grant access to or not on a private page would be very time consuming and fraught with identity issues for us trying to determine who everyone is.

All parents are asked to give written permission upon entry to the preschool for us to include their child's photo on our Facebook page. If anyone would prefer for their child not to be included in these pictures or wishes to change permissions on this please speak to Rachel or Anthea ASAP. Please rest assured that we do not identify any child by name online and all of the pictures that we post are carefully vetted to ensure that if a child is not to be shown their faces cannot be seen in the background.

- Maybe more 1:1 sessions with parents so they can see children's progress
- Lunch provided

Unfortunately we do not have enough storage space available in the kitchen to be able to provide a balanced lunch option for children, hence the need to provide a packed lunch daily. We do provide 2 healthy snacks daily comprising of a mixture of seasonal fruits and vegetables and milk or water to drink.

- Communication could be improved between manager and parents e.g. preplanning activities e.g. Teddy Bears Picnic

Please see our comment above explaining about last minute changes. Activities such as the Teddy Bears Picnic were well advertised with invitations going home to all families a couple of weeks before, and we placed reminders on our Facebook page and on our notice board. Unfortunately there was no name on this response so we cannot discuss what went wrong on this occasion.

- Since 'C; has started in April we have not had much feedback, but we also know that he is loving it there.
- More communication with parents about child's progress
- Maybe learning to write (older children)

The first clear sign that children are interested in mark making comes when children use thick crayons to make big circular and straight lines. This type of mark-making is often dismissed as scribble, but it is actually an important step in learning to write, because children are trying out new things to see what happens.

The marks children make slowly begin to have more meaning for them, and you will be able to see this by listening to what they say when they play with pens, crayons and paper. At first, mark-making is a blend of writing and drawing, as children are keen to use their new skills. But most begin to understand the difference between drawing and writing sometime after their third birthday. They may act out 'writing' situations; especially if they have seen other people do them. This means that many children left with a pen and the shopping list may want to add items to that list rather than come up with their own.

At around four years old, children begin to write their first words – and their own name is usually the first of all. This is partly because it has huge meaning for them and also because adults tend to point out and write children's names. At first, we may simply notice that their mark making contains a few more letters. Then, bit by bit, they learn to write their name. This is not to say that the name will be written in perfect handwriting or that all the letters will be in the right order. Even so, this is a spectacular breakthrough in the writing journey.

From now on, children can 'sign' their drawings and add their name onto the bottom of cards. The next stage of writing depends on children's knowledge of reading. As children learn about reading, letter shapes and words begin to have more meaning for them. This allows them to remember what is, after all, just a collection of shapes. Reading also allows children to work out how to write the sounds of the words that they can hear in their head.

This is all supported at preschool with lots of mark making activities, daily Jolly Phonics where we learn the letter sounds and start to recognise lowercase letters, plenty of stories and book sharing, and lots of fine motor activities (threading cotton reels, playing with dough etc) that help to build up the small hand muscles that are needed for holding and controlling a pencil.

- I can't think of anything
- Feedback on child's development
- Communication to parents

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

- Newsletters, surveys could be sent electronically to cut costs and save the trees 😊

We have tried this in the past and we found that parents did not regularly check emails or emails ended up in junk boxes and were not seen so information was not finding its way home. Sending letters out in hard copies ensures that all parents receive them (even if they do not always get read!)

- Thank you for taking such good care of him
- 'C' absolutely loves going to Bunnies Preschool. is confidence is growing each day, Thank you all so much for your hard work
- 'E' has loved coming here and has made lots of friends. She will miss coming here but is back 1 afternoon a week.
- Need to be given a verbal explanation of accidents as well as a form to sign. (The form in itself is not satisfactory)

It is our policy that we talk to parents and carers when their child has had an accident at preschool along with asking them to sign the accident form. On occasion we will photocopy a form to go home when it is not the usual parent or carer collecting that day. If you are in receipt of a photocopy of the form and you would like further information we are more than happy for you to telephone or email us.