



Parent Feedback 2021

It is really important to St Mary's Preschool to ensure that we obtain Parent feedback regularly. This information allows us to see where our strengths lie and also the areas in which we need to improve.

Please take some time to read the results and also the parents comments made. The Children's names have been removed from these comments.

SECTION 1

	Quality of Care and Support	Strongly Agree	Agree	Disagree	Strongly Disagree
1	My child is happy at preschool	24	1	0	0
2	My child enjoys the activities at preschool	23	2	0	0
3	I am happy with the quality of care my child receives	23	2	0	0
4	Children are consulted about their likes and dislikes	20	5	0	0
5	My ideas and skills are valued in the setting	15	8	0	0
6	Children's interests are taken into account	23	2	0	0
7	There are a wide range of activities to meet children's needs	22	3	0	0
8	My child is encouraged to be healthy	20	5	0	0
9	I am aware of the preschool's policies	15	8	0	0
10	I am aware of what to do as a parent if I have a concern for a child	20	5	0	0
11	I receive regular communication from the preschool staff about my child	21	4	0	0
12	I receive regular communication from the preschool about events	21	4	0	0
13	I feel comfortable approaching staff to talk about my child's needs	22	3	0	0
14	Do the preschools opening hours suit your needs?	13	11	1	0

SECTION 2

	Quality of Environment	Strongly Agree	Agree	Disagree	Strongly Disagree
1	The preschool is kept clean, bright and in good order	21	4	0	0
2	The preschool is safe for children to attend	22	3	0	0
3	If something breaks I know it will be dealt with appropriately	22	3	0	0
4	The setting is stimulating for children	22	3	0	0
5	The preschool is well equipped	22	3	0	0
<p>COMMENTS</p> <p>“We love the wide range of choice. The outdoor area is brilliant”</p> <p>“Especially outdoors, always lots of things to play with.”</p> <p>“Brilliant setting that continually grows to accommodate the growth of the village.”</p>					

SECTION 3

	Quality of Staffing	Strongly Agree	Agree	Disagree	Strongly Disagree
1	Staff treat children well	24	1	0	0
2	Parents’ opinions and suggestions are valued	20	5	0	0
3	Staff keep me informed of my child’s progress	19	6	0	0
4	I am confident that the staff are well qualified	22	3	0	0
5	I know if my child is struggling they are being helped appropriately	20	5	0	0
6	I am confident that staff will do their best to protect children from harm	21	4	0	0
7	The staff are happy and work well together	23	2	0	0
8	Staff deal with my concerns appropriately	21	4	0	0
<p>COMMENTS:</p> <p>“All staff are welcoming and approachable, always smiling!”</p> <p>“I’ve never had any concerns but the staff are all so lovely and I know these would be taken on board if I did!”</p> <p>“When I have a problem, I know I can ask someone.”</p> <p>“Staff always willing to discuss any concerns and address them together with parents.”</p>					

SECTION 4

	Quality of Management and Leadership	Strongly Agree	Agree	Disagree	Strongly Disagree
1	The preschool staff are approachable	23	2	0	0
2	The Deputy Manager is approachable	24	1	0	0
3	The Preschool Manager is approachable	24	1	0	0
4	I am treated like a partner in my child's education	21	4	0	0
5	I get to speak openly about anything that concerns me	23	2	0	0
6	The preschool team is led well and work well together	24	1	0	0
7	Staff make an effort to explain what happens in the preschool	23	2	0	0
COMMENTS: "Social media platforms are nice so we can see what our children/child are getting up to."					

FURTHER COMMENTS

"A wonderful preschool, my daughter has always enjoyed going in."

"Thank you for everything you have done to provide my son with a happy and safe environment."

"We love St Mary's and I feel really sad that my son is leaving, he loves St Mary's and is always happy to go and misses it when he doesn't!"

"Keep doing what you are doing because the kids love it!"

"Thank you for all your hard work throughout our time here, especially through covid."

"Love you guys!"

"Amazing environment, friendly and approachable. Lots of different activities."

"Very happy with St Mary's, my youngest daughter also attended. Both were very happy with their time there. Also, the staff are so helpful and kind."

"Perfect preschool, wonderful staff, 100% happy!"

"Love the staff. I'm able to leave my child, even if sad and know that he will be safe and happy."

"We absolutely love St Mary's – in comparison to my daughters' preschool. St Mary's is on another level, we are so happy!"

"Such a fantastic preschool and the team that run it."

"Just keep doing the fantastic job that you are!"

"I am so glad that I chose St Mary's for my child's preschool. It is above and beyond the best in the village!"

"Brilliant preschool teachers, we can't thank you enough!"

"Both of my girls love coming to St Mary's"

"A friendly, welcoming and engaging preschool with exceptional care and attention given to pupils. A real gem!"

"The staff operate like a family and this is why we chose the setting."

"Our son has made so much progress with you all and speaks so fondly of all the staff!! You do an incredible job and are a real credit to the village. Our son will miss you all!"

PARENTS SUGGESTIONS AND ACTIONS

"More regular feedback half termly or bi-weekly."

Action – regular half-termly or bi-weekly meetings with your child's keyworker can be arranged. Staff are always at the beginning and end of the sessions for a chat. Learning Journeys are available for parents/carers to take home on request.

"Considerations on offering wrap around care/breakfast club."

Action – We have previously offered a breakfast club, but it was not popular and some mornings we only had one child attend. This is something we could consider doing again if we had the demand.

"Preschool hours on Mondays and Thursdays can be difficult for working parents and parents with similar Thursday pick up times at lower school."

Action – Unfortunately, this is something that we cannot offer as the hall is used by other groups, once a month on a Monday afternoon and Thursday after the preschool session. For the preschool to be able to offer these sessions, we would need to be open **every** Monday afternoon and Thursday until 4pm during term time.

"Can letters be in PDF as not every phone/tech system reads word."

Action – copies of all letters are available on request.

Thank you for all your wonderful comments and suggestions