



High quality early education & childcare for each individual child

Parent Feedback Survey December 2021



Introduction

In December 2021, Watoto Preschool carried out a survey of Parents/Carers. The survey was sent out at this time to try and gain an understanding of how Parents/Carers felt the Preschool was operating during the height of the Covid-19 pandemic.

The survey was created using Microsoft Forms which kept a record of the responses received. The link to this survey was sent to Parents/Carers via the Preschool Parent/Carers WhatsApp group, which through the pandemic, this has become one the key tools for communicating with Parent/Carers. The survey had a good response and the data received has been analysed and formatted into this report.

Summary

Thank you very much to Parents and Carers for completing the questionnaire and for your comments and responses about the preschool. We have compiled the results and are pleased to present them to you.

Overall, the responses to the questions within the survey were overwhelmingly positive. Parent/Carers are very satisfied with the quality of service we provide here at Watoto Preschool. We have highlighted below some of the responses we received and are very happy with:

What aspects of our Pre-School are you particularly pleased with?

- "The staff are wonderful and very caring. They seem to know all the children very well and are able to give them lots of care and attention. I've found all staff are approachable and always give feedback when I collect X. X leaves nursery very happy, and I see her confidence and speech growing every time I collect her. I like that they offer holiday clubs that older siblings can also attend."
- "Flexibility, helpfulness and friendliness of staff"
- "Friendly and easy to approach staff and management. My child is happy being there"
- "The induction process as I was unsure how my child would settle in at the beginning"
- "Everything That is provided"
- "Staff involvement with children and parents"
- "Care"
- "Staff"
- "Everything"
- "The teachers are brilliant"
- "I'm happy with all things"
- "Communication"
- "The app is a useful tool."

It is great to hear Parent/Carers are happy and confident in the staff responsible for looking after their children. We believe the Watoto staff are exceptional, and it is great to see Parent/Carers agree. We are so glad Parent/Carers are happy with the induction process – we know this can be a hard time for some children and parents.

What do you think we could do to make our Pre-School even better for your child?

- "I think Watoto is great. The children seem happy and safe."
- "It is more than a brilliant school no need for improvement"
- "At the moment my son has started... so I can't comment ... Watoto seems to have everything covered."
- "Nothing comes to mind"
- "All is very good for X.. "
- "Am happy so far with my child progress, if required I will let the school know."

Thank you for these kind words, we are glad so many of you are happy with the Pre-School. We take feedback seriously and we are committed to making positive changes to improve both children's and Parent/Carers experience of Watoto Pre-School.

We have taken notice of all feedback and ratings that are lower than we expected. Where practicable, we are committed to actively improving these areas – please see below for more details on the actions already taken and what action we plan to take.

	You said...	We did...
1	<p>72% of responses stated they knew what their child was learning within Preschool.</p> <p>67% of responses stated they felt there was a wide range of activities for their children within Preschool. We want to get this number higher!</p>	<p>We created new resources available in leaflet format at the front entrance and on the Preschool website explaining what your child is learning within Preschool.</p> <p>We also have an upcoming project – a preschool blog – which will hopefully allow Parent/Carers a greater insight into what their child is learning within the Preschool.</p>
2	<p>55% of the responses felt the preschool parent zone app is help.</p> <p>Across many of the questions and feedback the general response was that the Parent Zone app is not functioning in the way that you need.</p> <ul style="list-style-type: none">• "The app needs some improvements"• "Improve parent zone app"• "More updates on the app"• The app needs some improvements. When I make a payment, it takes a while to go onto it, so the finance section isn't always correct abs up to date" <p>"Improve parent zone app. It doesn't work. Doesn't show finance option too. No regular updates or photos of child"</p>	<p>We need to investigate this a bit more to understand what the issues are.</p> <p>In the meantime, during the registration process more time will be spent on introducing the app to Parent/Carers and checking their understanding on how the app works.</p>

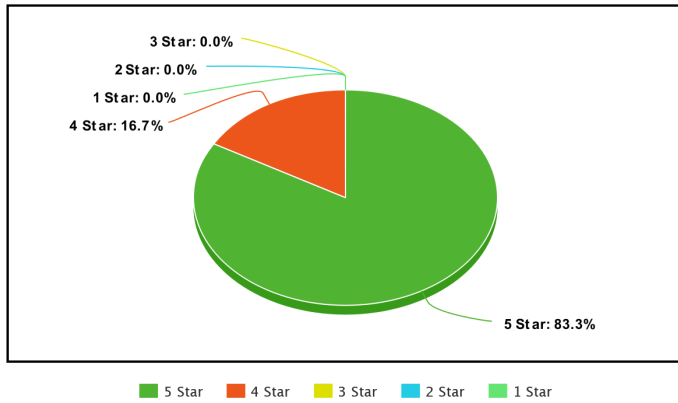
3	Parent/Carers have requested a secure pram shed.	Due to COVID the allocated space in the back shed for prams became off limits as part of the preschool COVID risk assessment, we shall keep this under review.
4	"That I can't enter the room in which my daughter plays and learns, it would be nice to see the environment. And also see which resource are used"	<p>This term with the arrival of the Omicron variant we needed to delay our planned phasing in of parent and Carers accessing preschool again</p> <p>We will reassess again for the summer term.</p>
5	"Prepare the kids for the big school"	Everything we do in preschool is working towards readiness for school.
6	<ul style="list-style-type: none"> • "I would like more regular updates on Parent Zone if possible." • "Would love at least 1 photo per day of child." • "I would like to see more of a learning journey and more active learning observations" 	<p>Presently we add photos when the child has a 'wow moment'. This is when the child does something that the practitioners have rarely seen or haven't seen before that they think parent/carers would like to see.</p> <p>Although we would love to send out a photo a day to all parents/carers this would have a huge impact on the amount of time we spend with the children, therefore affecting their education.</p> <p>We currently add assessments on children termly and parents/carers should receive a notification to say they have received this.</p>
7	<p>73% of the responses rated 5 stars for 'I receive regular communication from preschool staff'.</p> <p>"More communication on what my child has/ is learning in nursery, which stories and songs you are singing also next step that we can work on with our children at home. We can mirror what learning takes place at nursery also at home."</p>	<p>Please see the response to number 1. We also utilize the termly newsletter, Facebook, and Instagram to share what and how children learn in preschool.</p> <p>Additional daily feedback from practitioners can be requested at pick up and drop off times. We also hold Parent/Carer meetings with your child's Key Person termly.</p> <p>In our latest newsletter (Spring Term 2022) we advertise the Home Learning activity packs that are in the pipeline.</p> <p>Children's learning is based on what children are interested in at any given moment. Therefore, we only plan children's learning to a certain extent - we are guided by the child.</p> <p>If Parent/Carers would like more information, please don't hesitate to ask your child's key person.</p> <p>Look out for</p> <ul style="list-style-type: none"> • Children's lending library. • Parent Carers learning through play guide. • More information on songs, books for each the term that the children will be engaged in.

To sum up..it's terrific to see so many positive comments from Parent/Carers regarding Watoto Pre-School and the results from this survey have given us much to celebrate. We will also be using the results and suggestions to further improve the preschool in the future so thank you so much to everyone who took the time to complete it.

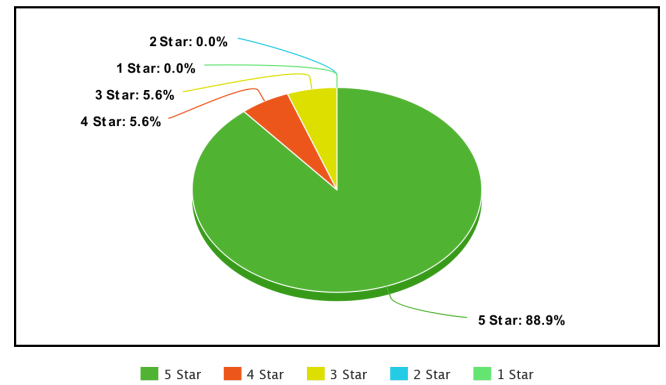


Full Results

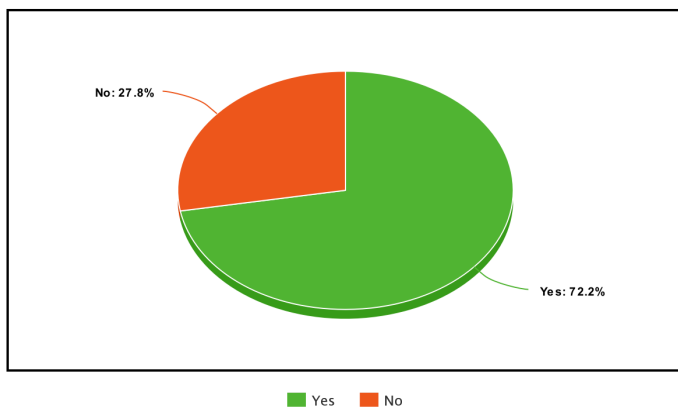
Children's interests are considered in Pre-School



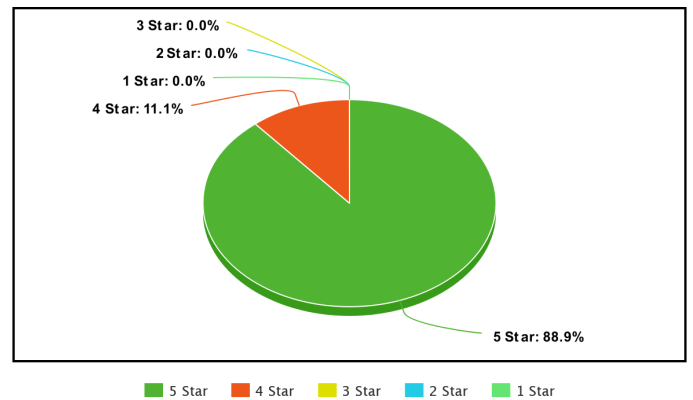
Staff keep me well informed of my child's progress



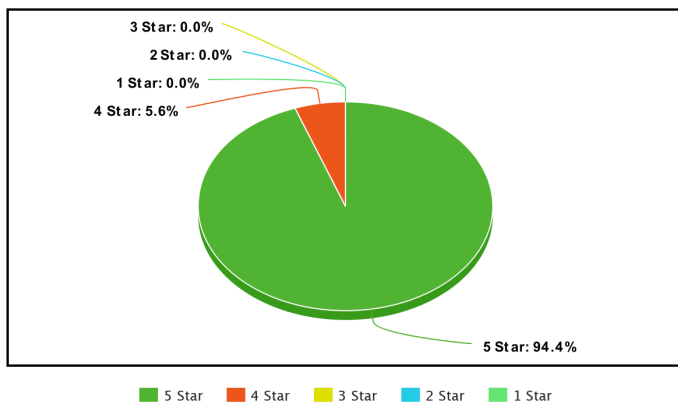
Do you know what your child is learning within pre-school?



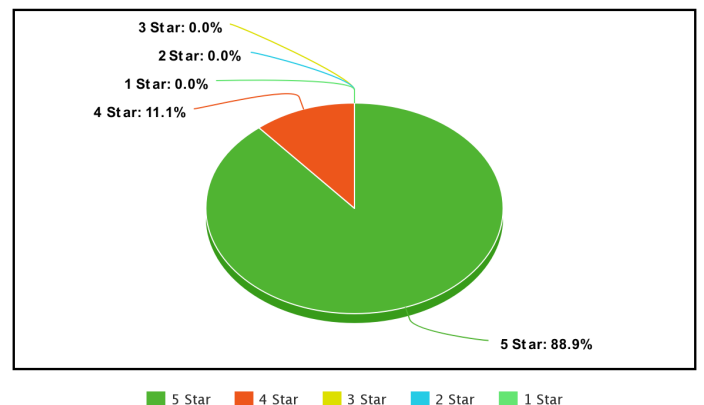
How would you rate the induction process that helped your child settle into Pre-School



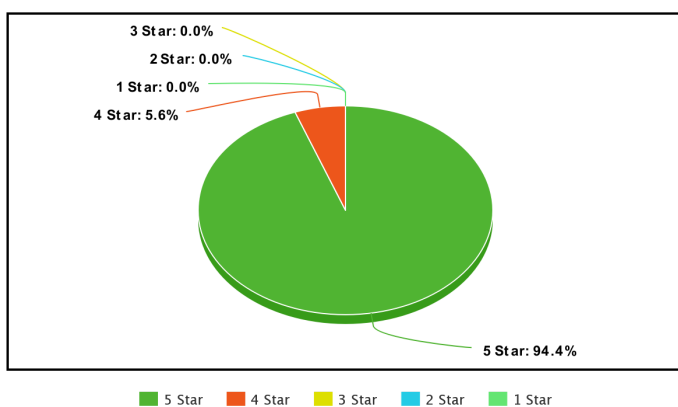
I feel comfortable approaching Pre-School staff to talk about my child's needs



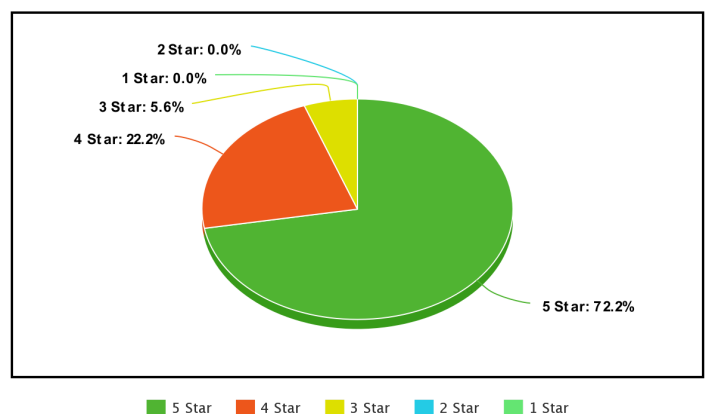
I am happy with the quality of early learning and care my child receives



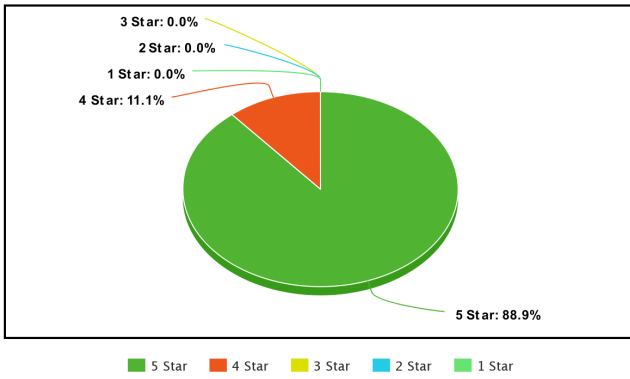
I feel happy approaching Pre-School staff for help and support



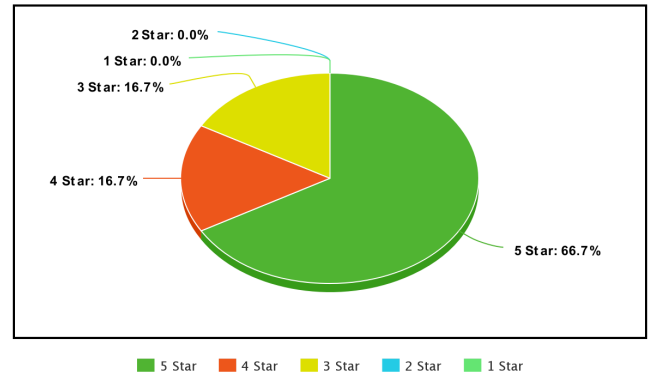
I receive regular communication from Pre-School staff



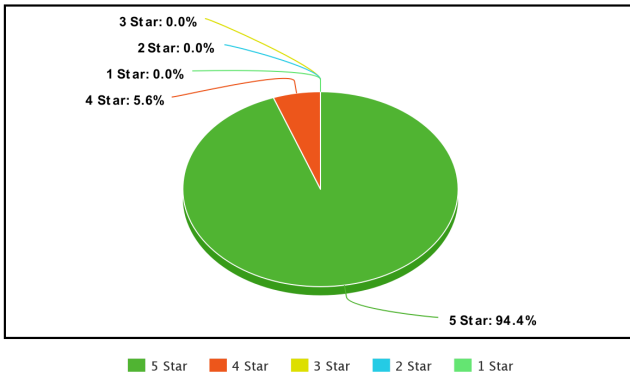
My child enjoys activities at preschool



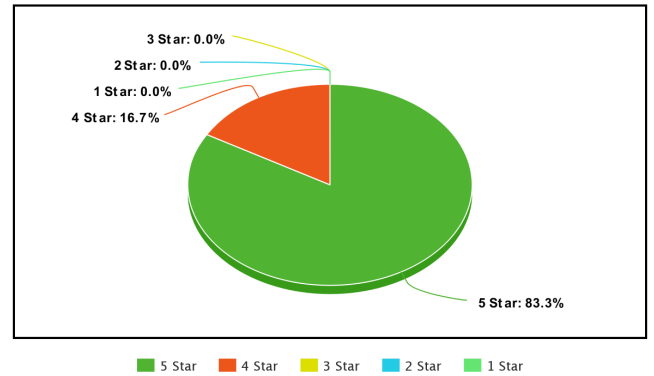
The parent notice board is accessible and easy to understand



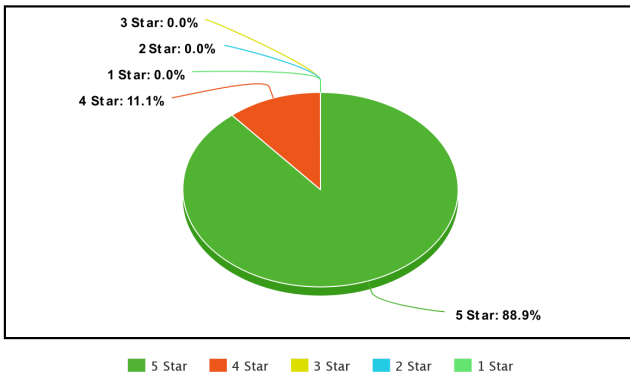
I would recommend Watoto Pre-School to another parent/carer



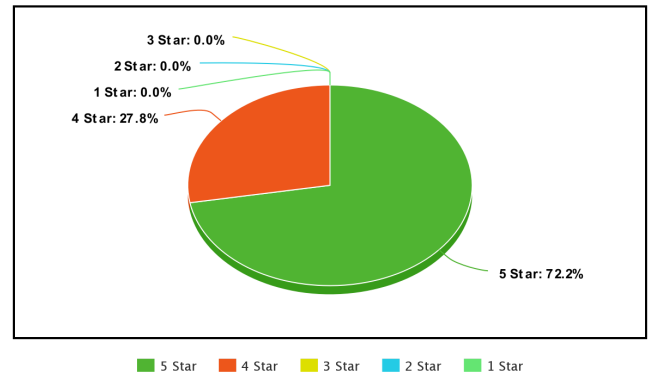
Staff are approachable and make time to listen to my concerns



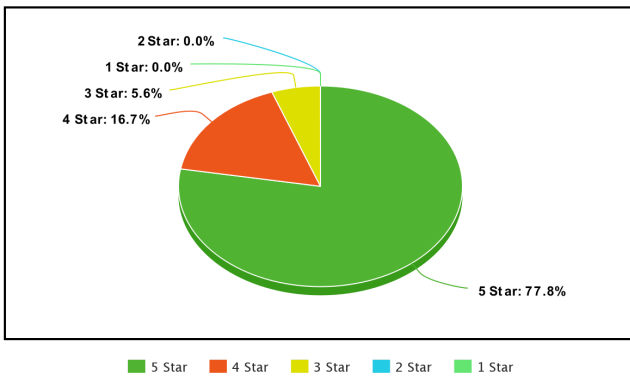
My child feels safe in Pre-School



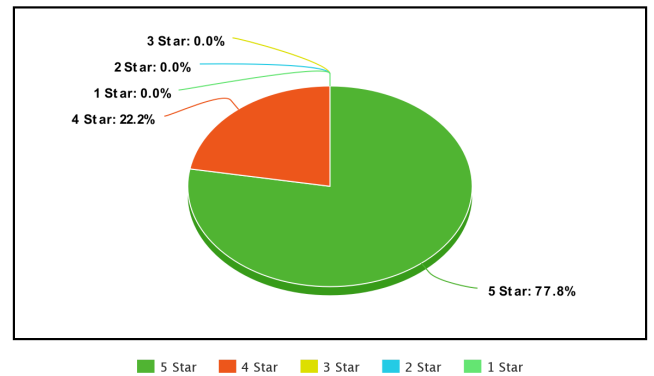
My child is supported to fully meet their potential



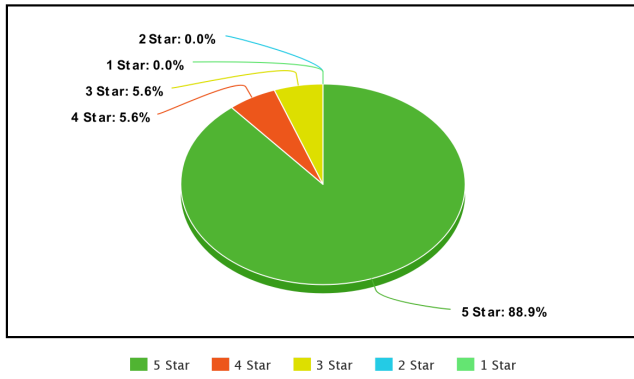
Parent's opinions and suggestions are valued



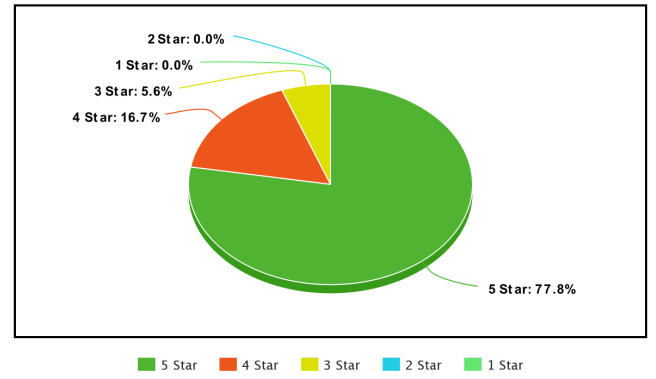
The Office Staff are approachable and helpful



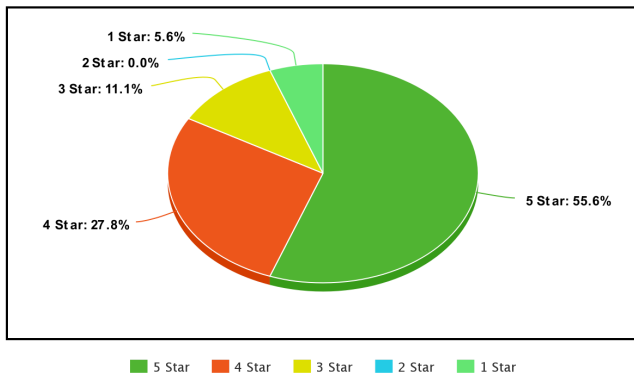
Staff keep me well informed of my child's progress



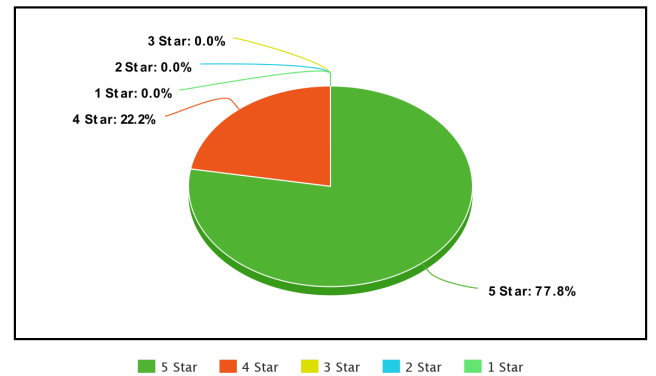
The Management Committee members are approachable and helpful



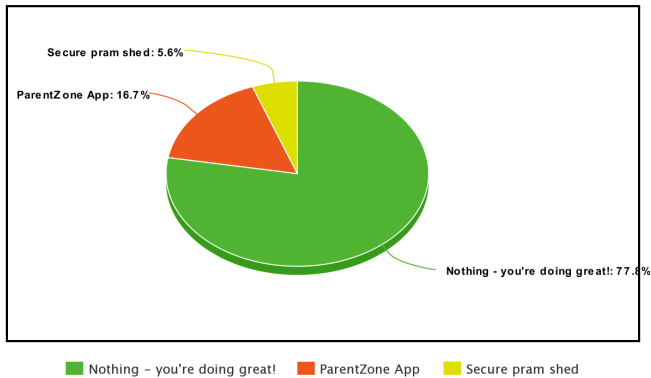
The Pre-School 'ParentZone' app is helpful



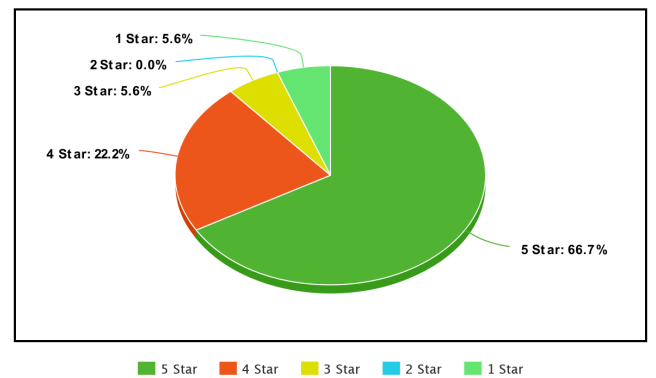
The Managers are approachable and helpful



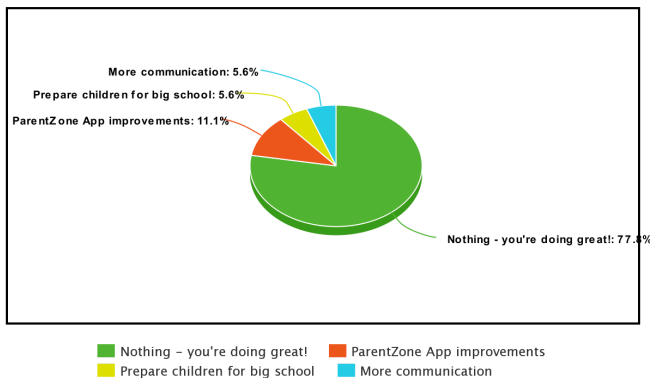
What aspects of our Pre-School are you not pleased with?



There are a wide range of activities available to meet children's needs



What do you think we could do to make our Pre-School even better for your child?



What aspects of our Pre-School are you particularly pleased with?

