

## Parent/Carer's Questionnaire 2022 Feedback

Firstly we would like to thank you for taking the time to complete the parent/carer's questionnaires sent out in January. As promised, please find to follow a summary of feedback received. A summary of all responses can be found on our website - [greenlanenurserybarnardcastle.org](http://greenlanenurserybarnardcastle.org).

Feedback was very positive, in which we are very grateful, it gives us reassurance that parents/carer's are happy with the childcare provided to their children by our team. We strive ourselves on providing first class childcare to our children, offering a home to home environment and lots of learning opportunities to help develop our little ones.

The past few years have been very challenging due to Covid-19, we really appreciate you support and understanding throughout this time. We are hoping the only way is up - fully staffed and starting to function the way we did pre Covid-19.

The main areas of improvement required, highlighted from feedback are communication and Tapestry entries.

### **Communication**

Communication between staff and parent/carer's seems to have been more of a problem throughout the pandemic, we believe this is mainly to do with being unable to allow parents/carer's in the rooms. In June, our open door policy will be re-instated, allowing parents/carer's back into the rooms at drop off and pick up times, they will be able to see what their child/ren have been doing and discuss their child/ren with staff.

Information boards are situated outside each area giving a brief summary of what the children have been doing and what they have eaten for snack and lunch if school lunch is provided.

We will begin to carry out open evenings to allow you to discuss your child/ren with their key worker.

Stay and Play sessions will be arranged in the very near future to allow you to come and experience nursery with you child/ren.

We are currently looking into a software system that will massively improve communication, allowing us to send all communication, messages, bills, learning progress etc to an App, you will also be able to communicate with us via this. We are currently trialing this to ensure it meets all of our needs.

### **Tapestry**

Due to Covid-19 and staffing issues, we have not always been able to complete as many observations of children as we would like. We are sure you can imagine, the preparation

of these observations are timely, therefore you may only receive three observations per month. Our main aim is to provide our children with a safe and stimulating setting, providing as much opportunities to the children as possible. Unfortunately we don't have enough time to provide you with more regular updates, we feel providing care for your child/ren is more of a priority. Further to the feedback, each area now sends out weekly newsletters on Tapestry, giving a summary of activities carried out and special events.

Other feedback brought to our attention was the following ....

### **Snacks/School Lunches**

Concerns were raised with regards to the puddings provided to the children having school lunches. This is something we had already raised with school, promoting healthy eating is very important to us. We have liaised with the cook and she has agreed to provide fruit salads for puddings to us at least three times a week.

Further to your feedback, we have posted a copy of the school lunch menu onto Tapestry, along with our snack menu, these are also displayed in the entrance areas.

We do cater for children with allergies.

### **Outdoor Areas**

We are continually trying to improve our outdoors areas, providing children with plenty of age related learning opportunities. All painting and outdoor maintenance has been carried out within our Rising Star's area. We are looking to replace fencing where required within our Pre-School/Club outdoor area and paint the fences to tidy them up, we plan to have this done by the end of the summer term.

In the future we still plan to create an outdoor eco-friendly area within the Pre-School/Club outdoor area, due to the costs of the log cabin, this has not been able to be done this year. We are looking at doing some fundraising events in the near future to help with the cost of this.

Outdoor lighting has been installed in the Pre-School/Club outdoor area.

### **Trips**

Some parents/carer's would like to see outings to the local area to be resumed. We do go out for regular walks, however now that all restrictions have been lifted, we are looking to re-start our outings to the library for Rising Star's children and swimming lessons for our Pre-School children. Forest Bathing for the Pre-School child is now in progress.

## **Club**

We only received feedback for four club children, therefore our feedback is rather limited.

Club is now located in our log cabin, providing a calm, airy, relaxed and well resourced area providing a wide range of resources for all children. Whilst we appreciate that it wasn't ideal running club within our Pre-School room, it was definitely worth the wait, we have gained a fabulous area for the children! We are still to name our cabin, we have had numerous suggestions from the children, we just need to decide on the final name.

Further to the feedback, we have sent out Tapestry journal consent forms to allow you to see what your child/ren have been up to whilst in Club and to allow us to send out a weekly newsletter to improve communication.

Thanks again for your feedback, your opinions really do matter! Completing the questionnaires has allowed us to evaluate all areas of our setting. We are delighted with the feedback! As you can see from the above, further to your feedback we have already been able to implement new procedures and we continually look to improve.

If you would like to discuss any of the above or any concerns you may have, please do not hesitate in contacting us.