



Parent Feedback Responses April 2021/22

Thank you to everyone that took the time to respond to our feedback form. We handed out feedback forms to 39 families, we have had 44% (17) responses returned.

Name:	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
My child is happy at playgroup	88% (15)	12% (2)			
My child feels safe at playgroup	82% (14)	6% (1)			12% (2) *
My child is making good progress at playgroup	65% (11)	35% (6)			
I am kept informed of my child's progress	41% (7)	53% (9)	6% (1)		
I have been able to access my child's online learning journal.	71% (12)	23% (4)	6% (1)		
The playgroup responds well to any concerns I raise	65% (11)	29% (5)			6% (1)

Q: If you disagree with any of the above please explain why to help us improve our service.

Response:

Not much on the online journal, would like to know what child is struggling with to do at home. I don't find the online journal easy to access, playgroup is a mystery as drop off and collection at front.

***Don't know child can't say but no issues**

Q: What does the playgroup do well?

Response:

All staff friendly, make sure children are happy,
 Good relationships/bond between staff/children, child feels safe
 Do well keeping informed
 Help settle children well
 Encourage independence, good communication.
 Encourage children to express themselves and be inquisitive.
 Encourage children to make healthy food and exercise choices
 Helped with toilet training
 Child loves it, loves the staff.
 Child has come on loads since starting playgroup because of hard work of staff.
 Helpful with health problems, very understanding.
 Helpful with invoicing.
 Support staff when asked for things, learn new words
 Lifted child's confidence
 Staff on point with everything, pleased with how daughter is doing.
 Better hours than other nurseries.
 Comforting child if hurt and sad
 Helping child reach goals and targets.

Q: What can the playgroup do better?

Responses:

Keep up to date with child's progress.

More regular posts about what children doing in learning journals.

Information sent home about child's progress not at collection.

Nothing.

Update portal enjoy seeing each week

Set home tasks – half term etc

More photos on journal

Provide intolerance milk.

Get a better user-friendly online diary, or even better paper reports.

Q: Any other comments:

Responses:

Nothing is problem

Thank you for amazing work you do,

Staff work really hard appreciate all you do.

Child really enjoys being here,

All staff at playgroup very attentive and caring.

Amazing playgroup

Would recommend – child will miss everyone at the end of the year.

Child is happy at playgroup but would be good to see her in the setting,

What we will do next:

Provide intolerance milk along with cow's milk, free of charge.

Ensure staff are able to up load photo's/observations at least weekly.

Parents are once again being invited to progress development meetings 3 times per year, if parents are unavailable to attend staff members discuss progress at end of session, please request a copy of your child's progress tracker if you wish to take one home.

During your child's progress meeting practitioners will discuss children's next steps at playgroup, we can then give ideas on how parents can support with learning at home.

We have limited the amount of observation staff are doing to ensure that the focus is on quality interactions with your child, we understand that parents like to see what their child has been doing in playgroup observations will be limited to 'wow' moments, significant learning moments and the funny/amazing things that children say.

We have gone over to online journals to reduce the staff time spent writing up observations and also so that parents can have access to observations at home, please speak to us if you are having difficulties with the ILD and we will try to help, we will also try to print off the journals ready for the development meetings/or have the laptop close by so that parents can see what is on the journal if they have had problems with it, so that these can be seen.

We reintroduced the stay and play sessions for parents to come in with their children and spend the morning/afternoon with them in the setting, this has been on the newsletter previously and is going out on the next one, if parents wish to do this please speak to Jenny.

If you have any comments/concerns please do not hesitate to speak to a member of staff.