

Your Feedback

Firstly we would like to thank you for taking the time to fill in the parent questionnaires we sent out in May. We value your feedback and ideas on how we can move our setting forward.

36% of you, a total of 21 parents, responded. Although, overall we were pleased with the feedback from the questionnaires there are still areas we need to improve on.

Areas which are good

- The majority of you chose us as we were local, this is a strong selling point for Rising Fives.
- 95% of you either agreed or strongly agreed that the person who showed you round was friendly and 80% of you felt they were informative.
- Your children are happy to attend Rising Fives and 95% of you felt that your children appeared to be happy and stimulated when with us. We were really pleased with this and want to ensure this continues to be the case!
- 81% of you agreed or strongly agreed that staff interact and engage with your children.
- 85% of you felt that there was a wide range of activities for your children to take part in.
- The newsletter is well laid out and informative. You feel it keeps you updated, the content is relevant and it is good to see more about the children's learning.
- The great news is that overall 95% of parents are either very satisfied or satisfied with Rising Fives.

Areas for improvement

- Only 79% of you felt that you were provided with enough information when you registered your child with us.
- Just 76% felt that your Key Worker kept you updated on your child's learning and development, and 14% of you felt you were not kept updated at all.

We also asked you for your ideas on how we could move our setting forward -

- Money spent on new resources such as toys
- Running all day sessions
- Having a staff uniform and name badges
- Full time staff, so more consistency of key person and providing greater creative opportunities.
- Home Visits before starting with us and having updates sent out by email.

How we plan to move forward

We have already implemented some changes as a direct result of your feedback and thoughts.

- We have an advert out to employ another full time NVQ Level 3 staff member. This will help give greater consistency and allow more time for staff to develop better relationships with their key children and families.
- We have been working hard updating our prospectus to provide new parents with greater information and have been piloting home visits prior to a child starting. This has meant that children were able to meet their Key Worker before starting and we could answer any concerns you may have had. The feedback from this has been really positive and as a result we hope to roll this out from September for all new starters!
- We have introduced more parent sessions so that you have the opportunity to meet with your keyworker and look through your child's learning journal at least once a term.
- Although 81% of parents felt that their children were engaged whilst with us, we want to continue to improve on this by ensuring all staff have relevant training. We will continue to support our staff to ensure that they are all NVQ 3 trained in childcare.
- Over the summer we will be making changes to the setting to enable us to introduce new activities and continue to enhance the children's play by introducing new experiences. We have worked on this recently with visits to the fire station and Library as well as finding out about dog grooming and meeting the local police officer.
- As a result of the children's sponsored rhyme time and a grant received from BUPA we have secured £1500 to improve our outside area. We are going to be introducing a new digging area and a new water play area, hopefully before the summer holidays.
- We will continue to develop the newsletter and as many of you would like to receive this information by email, we will try and make this happen.
- Staff Uniform has now been ordered and we are in the process of organising name badges for everyone.

We are also discussing a number of other improvements such as making changes to the inside area, which we hope will ensure Rising Fives continues to be the choice for local parents. We will keep you updated on changes via the newsletter, Facebook and our website.

Thank you again for all the support you have given and if you have any ideas for future improvements please let Theresa or a member of staff know.