

## Your Feedback

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 forwards.

33% of you, a total of 19 parents, responded. We were pleased with the feedback from the questionnaires although 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. A number of you also said it was because of our reputation.
- 95% of you either agreed or strongly agreed that the person who showed you around was friendly and 95% of you felt they were informative. This is a 15% increase from last year.
- 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. This is the same as last year, which we are really pleased with and hope it continues!
- 88% of you agreed or strongly agreed that staff interact and engage with your children. This is a 7% increase on last year and is great to hear.
- 88% of you felt that there was a wide range of activities for your children to take part in. This has also increased.
- 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 reported that they were very satisfied or satisfied with Rising Fives. This is the same as last year.

### Areas which have improved

As well as some of the areas above, we really wanted to improve the following from last year.

- In 2013 only 79% of you felt that you were provided with enough information when you registered your child with us this has now increased to 89%.
- In 2013 only 76% felt that your Key Worker kept you updated on your child's learning and development this has now increased to 89% which is fantastic. In addition, all parents who responded knew who their key person was.

We are really pleased with the results as they show that some of the improvements like home visits, more full time staff, more information for parents when they sign up, staff training and all of the furniture and resources we put in place last year have really paid off.

As always there is still a lot more to do and there were some great ideas from you which we will follow up which are below:

- Provide more physical and outdoor activities for the children: We have already introduced lots of new outside activities but plan do to more over the next year like introducing large construction.
- Provide more feedback to parents (face to face): We will continue to hold regular parent afternoons and will work with you to improve how we communicate key messages about your children. We are also investigating the possibility of using online Learning Journeys, which will mean you can access information about your child's learning at home.
- Open on time: We will try and make sure from September that we open on time. We are sorry if this has caused problems for parents.
- More activities need to be structured: We are looking to introduce a new planning system which will help ensure that all children are being challenged at through our continuous provision and group time activities.
- Have a more educational emphasis: We will be increasing our focus on pre-reading, pre-writing and maths skills that the school like the children to have when they start. We will also be introducing "Letters and Sounds" level 1, the Government's early phonics scheme for pre-school children.
- More outings: we will try and arrange a selection of outings next year, which will be linked to the children's learning.

In addition to the above, over the summer, we will be getting rid of the old children and staff toilets and replacing them with new ones. We will also be getting a new front door.

On the 25<sup>th</sup> September 2014 at 8pm we will hold our Annual General Meeting. If you would like to be more involved in how the setting runs, please come along and volunteer to be part of the parent led committee which works with the staff to run the setting.

Finally a big thank you to you all for completing the questionnaire and for your continued support.