

? families

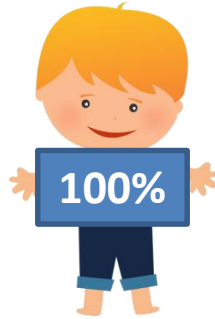


20 Responses

?% Response Rate

### Ethos and quality of care

- Children are happy
- Activities enjoyed
- Learning supported on an individual basis
- Interests taken into account
- Development monitored
- Confident to share concerns
- Wellbeing important
- Encourage social/ confidence/ independence
- Well-being is important
- We can share ideas



Agree or strongly agree

### Quality of management

1. Helpful and approachable
2. Able to discuss matters
3. Continuous improvement
4. Good communication

100%

Strongly agree

I liked it when the blue bear came and playing toys with my friends.

I like putting on a beautiful sparkly dress and making lots of pictures.

I like playing outside and having lunch.

Excellent care given, great staff.

### Lets hear from you and your children

I like paying with the toy kitchen and dressing up.

I love Thunder the Guinea Pig.

I like Rugby tots.

I like the teachers.

You're doing a fab job.

I like sitting down with the teachers and running, games and playing with everyone.

I enjoy playing with my friends and playing with the ball and all the toys. I also enjoy the running at Pre-School.

# You said...

# we listened

The Villages at Eldwick

**Overall 99.8%**

Strongly agree & agree



### Quality of the resources

- Friendly, welcoming and inviting
- Resources are aged appropriate and support learning
- Sessions are well planned

100% Overall

### Quality of practitioners

There is still more to do to make on line tracking an accessible and useable tool for all.



99%

Overall strongly agree or agree

Practitioners treat my child with kindness and respect  
**100%**





I like meeting my friends!



I love playing outside



I like paying outside and the books



I like everything

## Your feedback and Suggestions

Thank you so much your lovely comments. It is great to hear how much your children love coming to us. However we can always learn from you and we pride ourselves on being able to continually improve our provision.

Here's what you had to say:

- Move the register
- It would be great if the sign in area was made larger and more accessible, so people dashing off to work can drop off more effectively.
- Open the back entrance as the driveway can be busy.
- Entry and exit procedures need to be thought through and re-designed. Perhaps a route people have to follow at drop off and pick up times, the room becomes very congested and we all get in each others way.
- Early years essence isn't very parent friendly and is difficult to use on a mobile device.

**Thank you for your feedback**

## Our Response

Firstly thank you for your lovely comments. We will ensure that personal comments will be passed on to those mentioned.

Here's are initial thoughts on your suggestions

- We have increased the size of the registration area to provide additional space and as numbers of children attending increase, we will provide an additional signing in area.
- We have considered opening the rear gate but feel that this may compromise the safety of the children and for now have decided to restrict the entrance area to the main door only.
- We will continue to review and amend the registration and collection process to provide a process that is easy for parents without compromising the safety of the children.
- The great news is that we are changing early essence to a system that we are confident will be more accessible and user friendly.