

## **All Saints Wise Owls Parent Survey 2024: Feedback**

27 requests sent out (including both parents in some cases), 23 families.

20 responses in total.

=74% response rate

THANK YOU!!!

(Please note: 1 person=5%)

### **Quality of care and support for your child as an individual**

100% either Strongly Agree or Agree that:

- Your child is happy at preschool
- Your child's health and happiness needs are met
- Your child enjoys activities and experiences offered at preschool
- Are happy with the quality of education and care
- Your child is encouraged to be healthy

95% either Strongly Agree or Agree that:

- Your child's individual needs are met
- Your child is supported to meet their full potential
- That there are a wide range of activities available to meet all needs
- You receive regular communication from the preschool about events
- You are kept up to date with your child's learning and development
- You are encouraged to take on an active role in your child's learning
- You feel happy approaching the staff for help and support
- You feel comfortable approaching staff to talk about your child's needs

95% of you know who your child's key person is.

100% of you feel your child has a good relationship with their keyperson.

### **Safeguarding**

- 90% of you are aware of the safeguarding policy
- 80% of you know who the Designated Safeguarding Lead is
- 70% of you know who the Deputy designated Safeguarding Lead is
- 95% of you know what to do if you had concerns about the safety of a child

### **Quality of the Environment**

100% of you either Strongly Agree or Agree that:

- Preschool is kept clean, bright and in good working order
- The indoor and outdoor provision is stimulating
- You are happy with the experiences and opportunities the children are offered
- You are happy with how the preschool engages with the wider environment

## **Quality of staffing**

100% of you either Strongly Agree or Agree that:

- Staff treat children well
- Staff deal with concerns appropriately
- Are confident staff are well qualified
- Are confident staff do their best to protect children from harm
- The staff are happy to work together

## **Quality of Leadership and Management**

100% of you either Strongly Agree or Agree that:

- Nic (manager) and Sarah (deputy) are helpful and approachable
- You are treated as a partner in your child's care and education
- The preschool team is well lead and work well together

95% Strongly Agree that you get the chance to speak openly and honestly about anything that concerns you.

85% Either Strongly Agree or Agree about whether you have been encouraged to take part in the preschool committee.

## **Customer Service Requirements**

- 75 % of you said that the opening hours of preschool fit your lifestyle
- 95% said you are well informed about funding
- 80% said you find tapestry easy to use and understand the importance of your contribution to this
- 95% said that invoices are clearly laid out
- 70% of you are aware of our facebook page and make use of it
- 70% of you would consider paying slightly more termly charges in the summer term

## **Addition support**

When asked to answer Yes, No or Maybe to the following for extra support to be available, you said:

- For child development support: 35% said Yes and 45% said maybe
- Healthy eating support including fussy eaters: 30% said Yes, 40% said Maybe
- Support on toileting: 20% said Yes, 20% said Maybe
- Family Support: 25% said Yes, 25% said Maybe
- Support with Mental Health: 30% said Yes, 30% said Maybe
- Social/Networking with other parents: 30% said Yes, 30% said Maybe

17 of you have been entered into our prize draw!

**Additional comments: *Names of children have been removed***

I'm very happy with everything about preschool and all the staff. The activities are so much fun my child always relays back to me how much fun she has had and what things she has played. The relationships between children and parents is amazing All go over and beyond which is so reassuring knowing she is happy and confident here .

Nic is great at letting me know the funding options and helping get it arranged. All staff are friendly and approachable. My child loves their key person.

You are all awesome!!!

I couldn't ask for a better preschool for my child. He absolutely loves coming.

Just overall really happy

The best preschool in the country I would bet

My only comment would be the hours/days, they don't always work well for a working hours.

Thank you for being wonderful

Wise Owls ladies are all amazing - Nic has a wonderful team, and they all have a fantastic established setting for the children at pre school. Well done Ladies

We personally feel like Wise Owls is the best pre-school in the area.

As above you are all awesome!

My daughter loves nursery and feels very happy at Wise Owls

Matching the term dates with school has been really helpful to me this year. Thank you.

You are true Saints

Keep doing what you're doing! Have a wonderful half term, you all deserve it.

P really enjoys preschool and I feel she learns so much with you. I am happy she is well supported and her needs met.

Wise Owls is a lovely setting with very fun, caring staff and my child has always been very happy there!!

I have two children who are always very happy to be dropped off and even happier at the end of the day

Brilliant preschool!

I have experienced a number of pre schools and really do find Wise Owls to be one of the best. The staff are absolutely wonderful, kind, caring, great communicators and incredibly supportive, not only of the children but of the parents and carers too. The activities are great, my daughter has something additional on (drama tots, music with Declan, Forest school) each day she attends. In addition to this she bakes, creates, learns numbers, stays active and sings songs. She has grown in confidence and loves to attend. She has a great relationship with her key worker and will often run to her for a hug when she arrives. We feel very lucky to have a place at this special setting.

Nursery hours - would be beneficial if nursery hours were looked into as it can give working parents a little bit more flexibility especially when they have another child at school (early drop off from 8am and later pick up 4.30)

Lunch - would be nice if we could order lunch or have one prepped by nursery for an extra charge.