



The Ark Pre-School Parents' Survey Results – 2019

Dear parents/ carers,

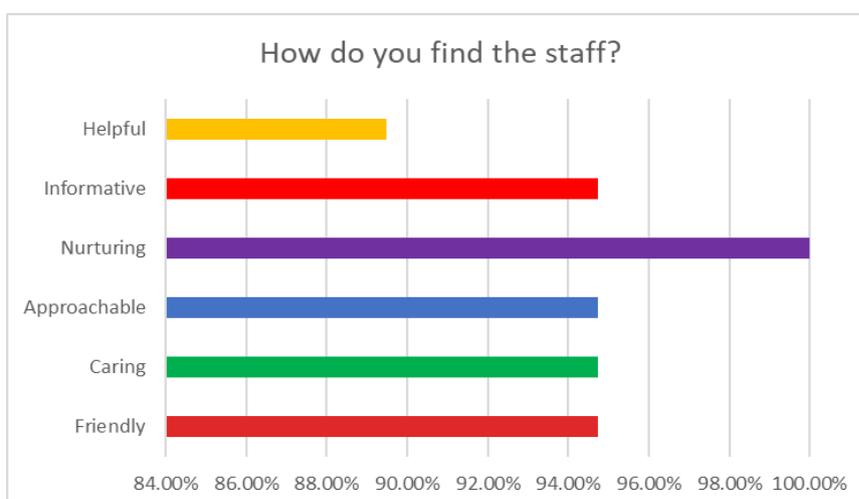
Thank you for taking the time to complete The Ark Pre-school Parent Survey. We received 19 responses to this online survey, so we really appreciate the time taken by everyone to give us your feedback. It helps us to strive to provide the best care for your children.

1) Does your child enjoy coming to The Ark?

100% of the respondents answered YES

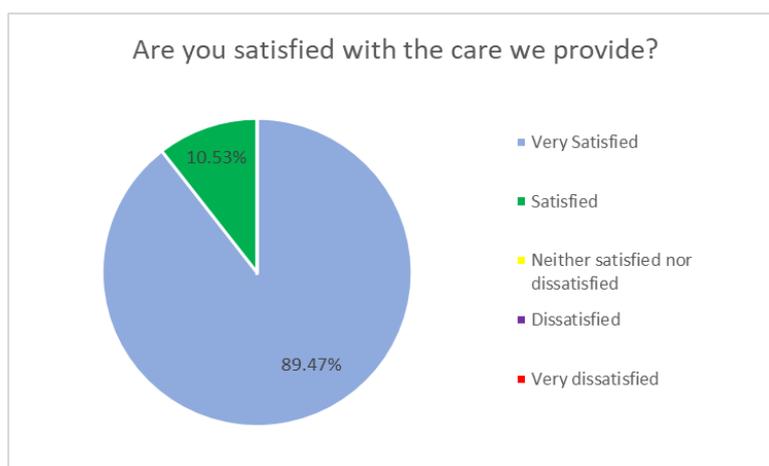
Your comments indicated that the children enjoy crafts, role play, stimulating and varied activities and resources, show and tell, outside play, friends, outings, the caring atmosphere created by the staff.

2)



Your comments indicated that you find our staff to be warm and caring and know the children well.

3)



Your comments indicated that you are happy with the care for your child, and the development of social skills, and creative resources available were appreciated. However, there was a request for lunch clubs on more days.

4) Are you satisfied with the level of communication received from The Ark since your child started at The Ark (including initial registration packs issued, parent consultations, regular email reminders, newsletters, website, Facebook updates)?

100% of the respondents answered YES

Your comments about our communication indicated that they feel well informed, and the weekly emails are useful and Tapestry has helped parents feel informed.

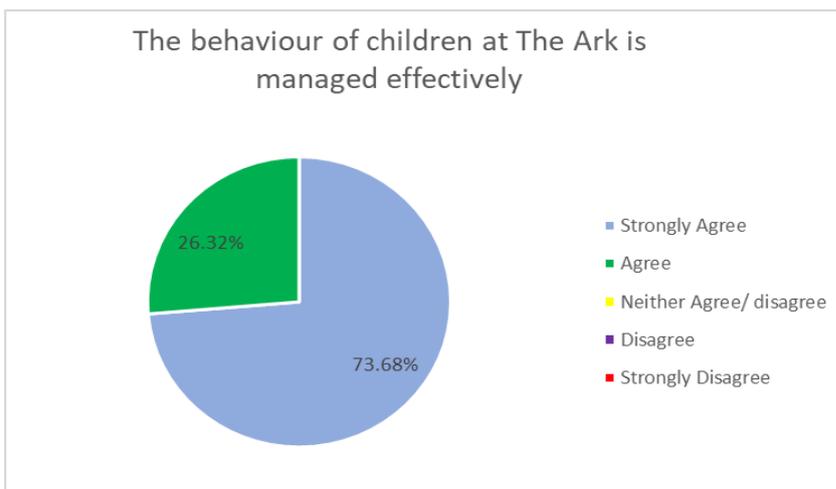
Occasionally the weekly update has not been received in time to prepare for show and tell topics. Some parents would like more information on what is done on off-site trips, such as at St Brendan's.

5) Do you feel adequately involved in the life of The Ark?

100% of the respondents answered YES

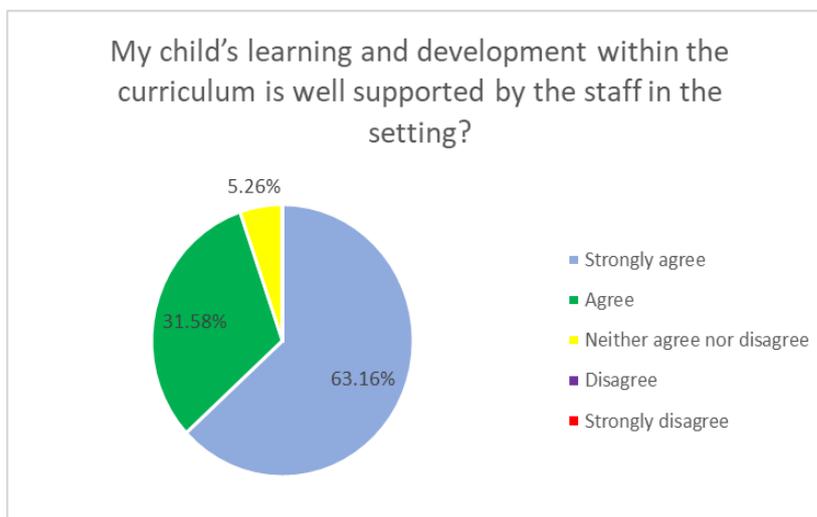
Your comments about your involvement at The Ark indicated that you feel involved through newsletters and Tapestry, even if some parents/ carers are unable to be at The Ark often due to work commitments.

6)



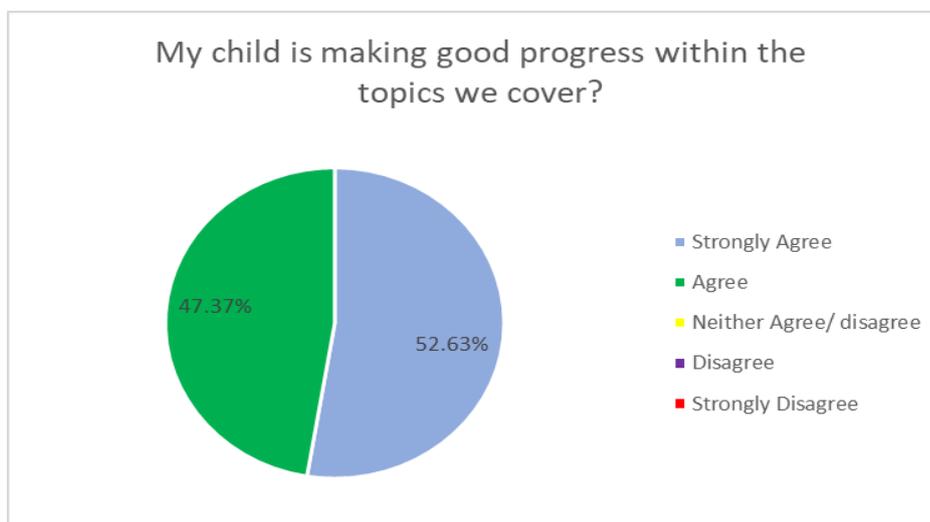
Your comments indicate that you believe that behaviour is well managed at our setting, and children are happy at The Ark.

7)



Your comments indicate that we support child's developmental support well as children are keen to learn, learning is made fun, they wish to learn early on, and it is evidenced through improvements in their vocabulary, social skills and knowledge, as well as through Tapestry.

8)



Your comments indicate that your child enjoys the interactive way of learning new topics, especially through Show and Tell, and singing. There was a suggestions that small homework tasks would be welcomed.

9) Do you feel well informed about your child's progress through the Tapestry online learning journals and parent meetings?

100% of the respondents answered YES

Your comments about Tapestry indicated that the film clips are appreciated, and the whole family enjoys seeing the journal updates. There was a suggestion for more video clips and maybe reminders for parents to upload their own 'observations' and comments.

10) **Some of the feedback/ suggestions were:**

- The Ark is a fantastic pre-school, and a wonderful platform for our child to leave for school.
- A huge thank you to all the staff for all you do for the children in your care and making The Ark a happy and safe place.
- There were a few requests for additional lunch clubs, extended sessions and earlier start times.

Our response:

Thank-you for such positive feedback, which is very encouraging, especially regarding the implementation of Tapestry, whilst we continue to strive to improve our setting.

We will try to improve communication about what we have done that morning by writing information on our whiteboard. We will also review how this communication could be improved for working parents who do not collect from The Ark.

We send our reminders in time for a Monday morning, trying to send them on Sunday evenings in readiness for the week ahead. We will try to ensure this continues in a timely fashion. In the meantime, you can always check our newsletters, which lists the key dates, topics and letters/ rhyming sounds for the half-term, and is sent by email and posted on our website: <http://thearkpreschoolcrowthorne.org.uk/newsletters-topic-plan.html>. We can issue hard copies of newsletters on request. If you are not aware of the weekly topic or sound, your child can bring in any Show and Tell item of their choice.

Unfortunately, we cannot change our opening times, or add sessions or lunch clubs at this time due to restrictions with staffing and our premises. Our surveys have shown that it is not viable to open for afternoons at this time, but we will continue to review this.

Thank you all for your continued support.

The Ark Team.