



## The Ark Pre-School Parents' Survey Results – 2020

Dear parents/ carers,

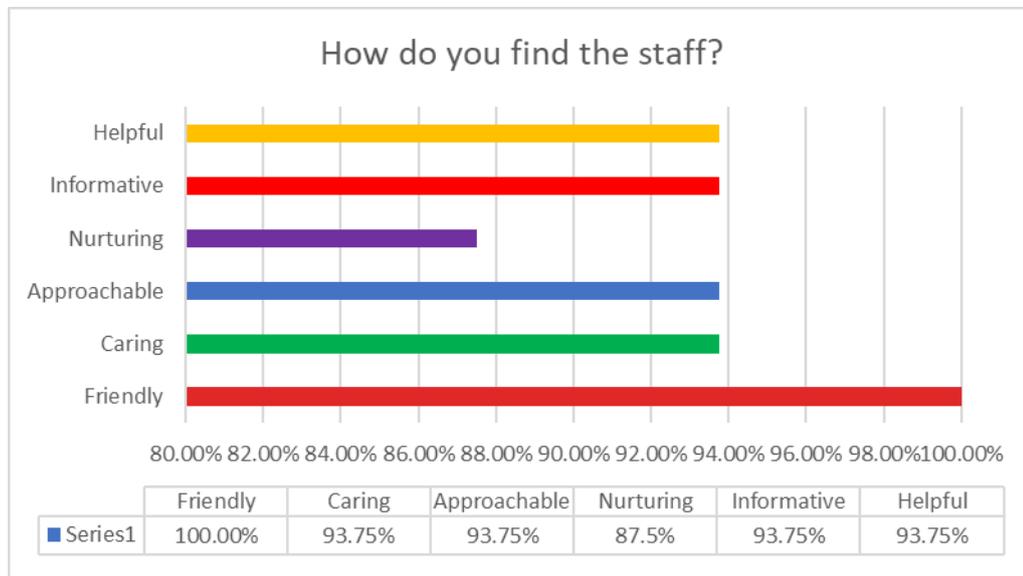
Thank you for taking the time to complete The Ark Pre-school Parent Survey. We received 16 responses to this online survey, so we really appreciate the time taken by everyone to give us your feedback. It helps us to strive to provide the best care for your children.

1) Is your child happy at The Ark?

**100% of the respondents answered YES**

*Your comments indicated that the children love coming to The Ark and spending time with friends and all the staff team. The time spent being back with friends has been especially appreciated after our return following lockdown. The children especially enjoy the many learning experiences gained through the outside space, including the outdoor kitchen, woodland walks, access to the forest, but also love the crafts, books, painting and singing.*

2)



*Your comments indicated that you find our staff to be warm, welcoming, professional and, above all, a caring team, who are happy to go above and beyond. Parents/ carers are comfortable to leave their children with the team. The knowledge that they all have is evident through the Tapestry posts and you were appreciative of the continued contact through the 10 week lockdown period.*

3) Are you satisfied with the care we provide and the management of children's behaviour?

**100% of the respondents answered YES**

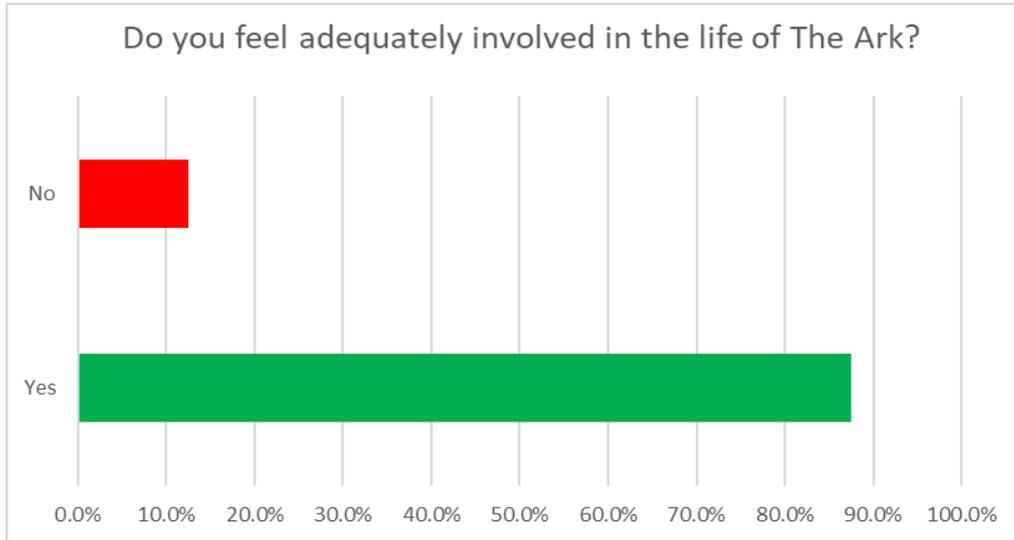
4) Are you satisfied with the level of communication received from The Ark since your child started at The Ark (including initial registration packs issued, parent consultations, regular email reminders, newsletters, website, Facebook updates)?

**100% of the respondents answered YES**

*Here are the comments, which we really appreciate:*

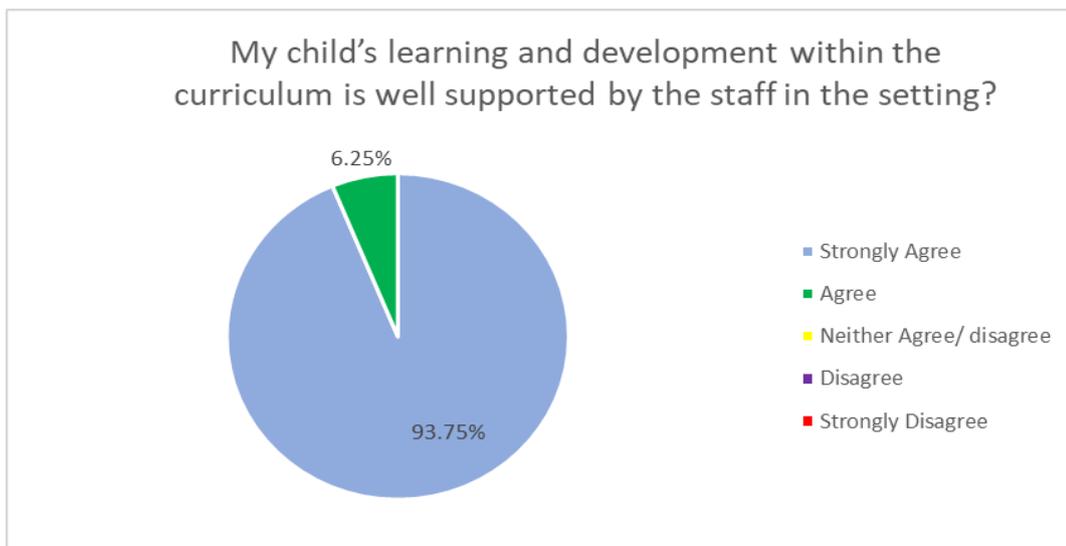
- "I always feel well informed and the ongoing support over these past few months has been brilliant. Thank you!"
- "Great updates / emails. Absolutely love the daily updates on the tapestry system."
- "You have an excellent administrator who is organised, efficient and always able to offer a solution. I am particularly impressed with the weekly email offering suggestions, your newsletters, Facebook etc. Excellent Tapestry communication during lockdown."

5)



Your comments indicated that most parents/ carers do feel involved in the life of The Ark. Some working parents felt that they would like more opportunities to liaise with key workers rather than wait for the end of term meetings. There was a request to see more of the whole group activities posted on Facebook or our website so children can be seen in their learning environment. Parents/ carers look forward to being more involved once restrictions of external visitors on site are lifted.

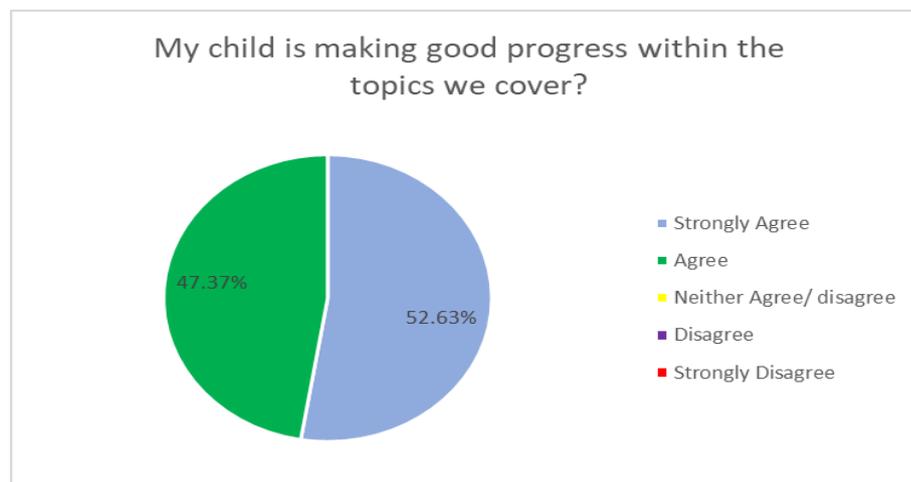
6)



Your comments indicated that every opportunity is taken to help children progress and have adapted well to different learning styles. The staff are knowledgeable and accurately assess the children.

- "My daughter has learnt such a lot since attending the Ark."

7)



Your comments indicated that you would appreciate being given support with understanding children's "learning" styles and how to create activities to their personalities. For example, giving creative ideas for supporting learning of colours/ numbers/ letters when children have short attention spans.

8) 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 indicate that you all enjoy seeing the posts and seeing what the children have been doing at The Ark. This "great tool" has been able to provide a "comprehensive and clear tracker" of a child's progress and has allowed families to be part of the learning journey as they post what is also done at home.

- "Staff always respond with kind and specific comments. I attended a learning review at the beginning of the year which was useful and confirmed the accurate assessment on Tapestry."

9) Are you happy with our new temporary premises?

**100% of the respondents answered YES**

We are delighted that your comments show how well the staff and children have adapted to our new setting. The transition has been described as "seamless" and a credit to the staff that they enabled children to immediately settle in the new setting. You see the benefit of the outdoor setting, and how we have adapted our routine and activities to make the most of our new surroundings, both before and after lockdown.

- "Its a brilliant setting where the children are able to explore their surroundings in a safe environment."
- "LOVE IT! My child now wants to be outside 100% of the time, exploring, climbing trees, walking in the woods etc. It has been wonderful returning and that you are utilising the outside space with plenty of fresh air and exploration!"

10) **Feedback/ suggestions were:**

There were lots of comments received which were highly complimentary and felt that "it is a lovely pre-school that I cannot fault" and our pre-school setting was "brilliant!"

However, there were also some helpful suggestions about maintaining the regular outdoor sessions for all children when we move back to our newly refurbished High Street location.

Some further comments were:

- "Thanks to everyone for all you do. The Ark is an exceptionally good pre-school with wonderful staff."
- "Thank you for all you have done for our children at the Ark. It is a very special pre-school."
- "Thank you for the continued support throughout lockdown. The updates were something my child looked forward to and it made it that bit easier to settle in when they returned."
- "We have thoroughly enjoyed our time with the Ark, I only wished we had known how good a setting it was when we were looking for my older daughter. Thank you so much to everyone involved."
- "My child has loved every moment of the Ark. The learning experiences, frequent parent communication, excellent provision both indoors and out, the online learning journal and the friendly, professional staff will be missed!"
- "As always - in a dream world the Ark would be open for more hours each day."

**Our response:**

Thank-you so much for such positive feedback, which is very encouraging, and overwhelmingly positive in many cases.

There were some relevant comments and suggestions:

We have always been cautious to put pictures on the website and Facebook pages, due to GDPR and safeguarding concerns over our children. We have started to add more onto our online platforms in recent months and will continue to do so. We have also started to put more group activities on Tapestry, and tagging all relevant children, which is a safer way of informing parents of activities done during the day. However, we do not want to record everything and miss the engagement with the children.

Some comments were made with regards to the current site, and our temporary fencing to provide a border to our play area, is unable to be actioned as we are temporary guests at Wellington; they have been wonderful to The Ark, but we have to respect that it is not a permanent home for us. We have worked hard to ensure the safeguarding and well being of all our children, with the support of Wellington, during the last two terms, and will continue to do so for the remaining two terms we are at Wellington.

Whilst you all want us to remain at Wellington long term, we were only allowed to be there on a temporary basis, and have been given permission by Wellington to extend our stay until Easter 2021, due to the project delay. For some, the location at Wellington is less convenient and has hindered our numbers. The church building project has been entirely committed to The Ark and, within the constraints of the budget and site, the continuing work of the Ark is second in consideration only to the worshipping community. With our Christian ethos it is important to The Ark to be at the heart of the High Street, with our visible links to the church who first created the pre-school.

We will review how we operate when we return to the Baptist Church on the High Street to ensure that children maintain the enrichment of outdoor activities. However, without regular volunteer support our ratios would make this hard to do on a regular basis for all children, and we recognise that in the current times more parents need the pre-school sessions to work or undertake other errands/ rest!

We are asked to review our hours of operation on an annual basis. Unfortunately, we cannot change our opening times, or add sessions or lunch clubs at this time as our small numbers show it is not viable at this time, but we will continue to review this.

Thank you all for your continued support.

The Ark Team.