



The Ark Pre-School Parents' Survey Results 2021

Dear parents/ carers,

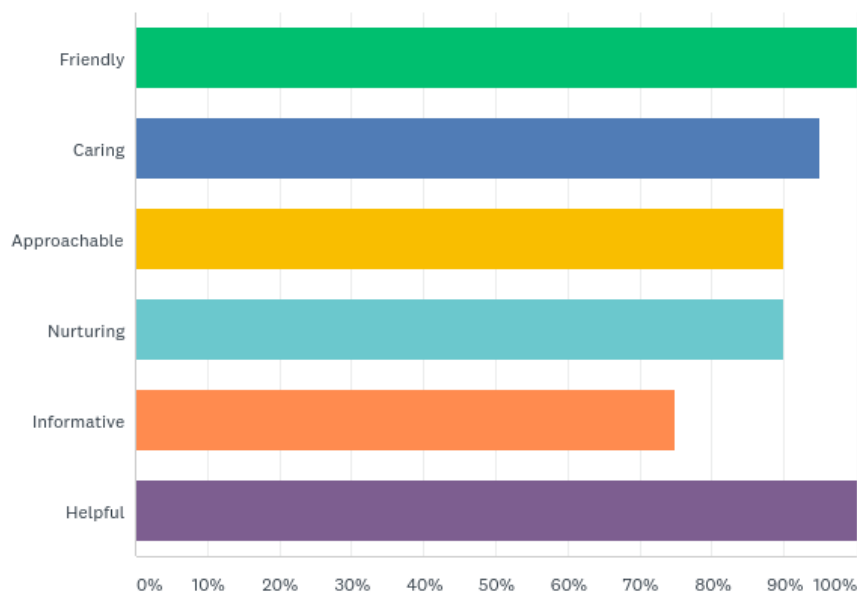
Thank you for taking the time to complete The Ark Pre-school Parent Survey. We received 20 responses to this online survey, so we really appreciate the time taken by everyone to give us your feedback. It helps us to strive to provide the best care for your children.

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 children especially enjoy the many learning experiences: painting, crafts, being outside, playing games, stories, singing, cooking and lunch clubs

2) How do you find the staff?



Your comments indicated that the staff are welcoming, approachable and caring. A few of the comments:

- The staff are extremely caring and welcoming and my child is flourishing due to the nurturing environment provided.*
- It's no secret that we think they are fantastic. They work so hard and you can tell the happiness of the children is at the heart of everything they do.*
- The staff are amazing and go above and beyond for the children.*

3) Are you satisfied with the care we provide?

100% of the respondents answered Very Satisfied or Satisfied.

One respondent said: "If only the hours offered were longer!"

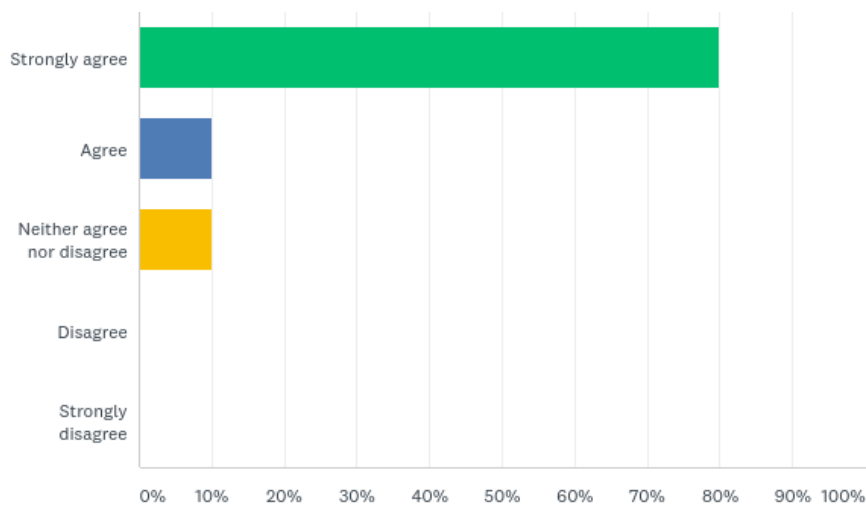
4) Are you satisfied with the level of communication received from The Ark since your child started at The Ark (including initial registration packs issued, parent consultations, regular email reminders, newsletters, website, Facebook updates)?

100% of those who responded answered YES

Here are the comments, which we really appreciate:

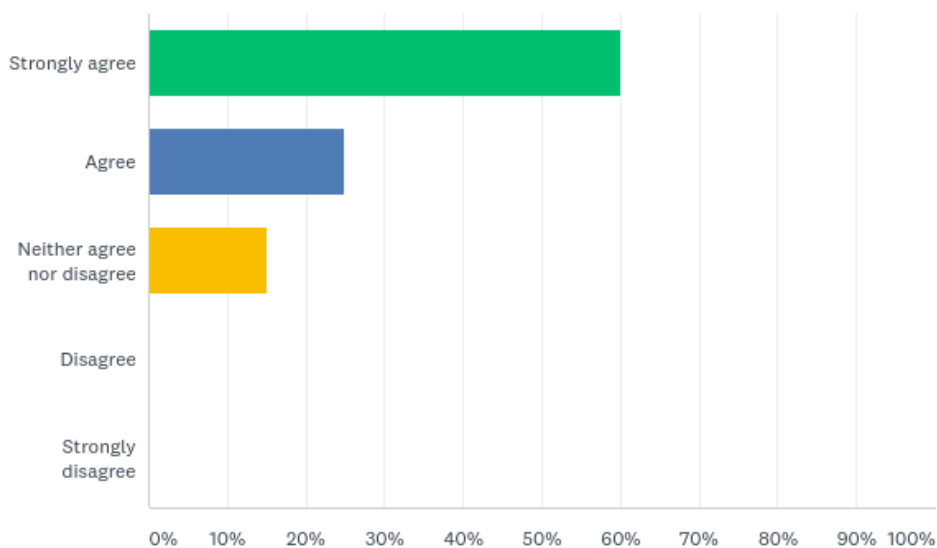
- *Emails and newsletter comms is good. Tapestry works well and used to be completed daily but more recently days are being missed and there have been more generic walk observations rather than individual child ones*
- *It would be nice to have the opportunity to talk to key workers more, but that's a masks & regs issue I think!*
- *Great feedback from staff when I drop the children off. Great emails from Naomi on weekly basis. Very communicative.*
- *Parent consultations have been difficult due to the year but I'm happy with the current ways of communication. There aren't so many Facebook updates but Tapestry is a great way of staying connected and seeing what your child has been up to. The weekly emails are great too.*
- *A parent consultation, video or phone meeting to talk in more detail about child's progress.*

5) My child's learning and development within the curriculum is well supported by the staff in the setting?



Your comments indicated that staff are supportive of individual learning and respond quickly and appropriately to any concerns or question. One respondent mentioned that sometimes things a child can do does not get recorded in their Tapestry/curriculum – please see a note on this at the end of the report.

6) My child is making good progress within the topics we cover?



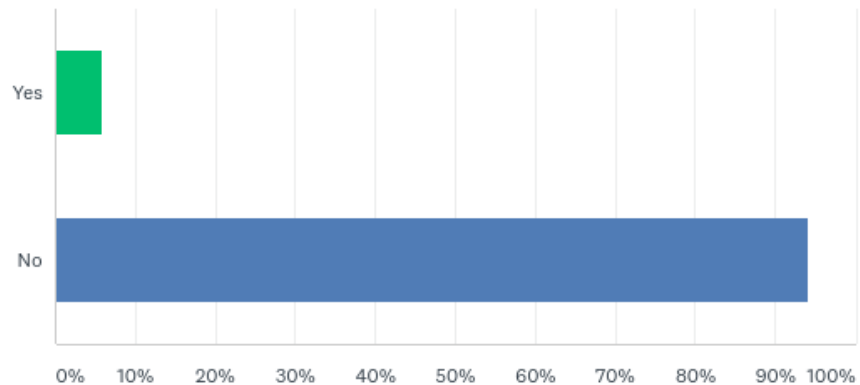
7) Do you feel well informed about your child's progress through the Tapestry online learning journals and parent meetings?

100% of the respondents answered YES

Your comments mentioned how much you enjoy the regular posts and updates on Tapestry and that you appreciate being able to talk through them with your children. A couple of comments mentioned that you would like more opportunities to speak with your child's keyworkers to discuss progress.

8) Are there any activities that you would like us to incorporate into our daily routine or include as a one off?

Answered: 17 Skipped: 3



17 parents answered this question. The comments were encouraging the use of the outside in summer, and suggesting gardening in the summer months.

9) Do you have any questions about our new premises at Crowthorne Baptist Church?

The comments submitted were:

- The setting at Wellington is amazing and follows on from the experiences he has with the childminder, out amongst nature all the time. It will be a shame if they are restricted to being in doors more once back at the church.*
- Can we see some photos/images of the new setting What will the outside play/walking provisions be?*
- What time will we be allowed in the premises in the morning?*
- Will there be any outside space for the children? And will you still be taking them for a walk in the morning?*
- Are you going to have an outdoor space?*
- How are you going to provide outdoor space for The Ark?*

10) Do you have any suggestions of things we can improve, or any general feedback?

The comments submitted mentioned:

- Offers of help for our move*
- Requests for more hours (including lunch club every day)*
- Outside time when in the new premises*
- A suggestion for new tablets to improve the quality of photos in Tapestry*
- Thanks to the staff!*

Our response:

Thank you so much for such positive feedback, which is very encouraging. There were some relevant comments and suggestions:

We understand that children and parents have loved the outdoor environment at Wellington and we have strived to make the most of that while we have had it, as we knew it was never going to be our permanent home. 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 are working on plans to ensure that we provide outdoor opportunities to the children in our new setting and as suggested by one parent, we have already begun to do more gardening with the children this term. We will also be adjusting our timetable next term and dedicating half of the morning at The Ark to physical play and games.

All parents have been invited to visit the new church building on Saturday 22nd May, so this is a good opportunity to see the site (albeit without toys).

A few parents mentioned that they would have liked more opportunities to meet with their child's keyworker. As some of you also commented, the COVID-19 restrictions have made this unusually challenging this year, and the January lockdown did force us to cancel our planned parent consultations. We appreciate your patience throughout all of this. As restrictions ease we do encourage parents to speak to their child's keyworker when dropping off in the mornings, or collecting at the end of the session. If you are not on site you are welcome to send an email with any questions or comments via the admin email address, and if you have any specific concerns or important issues to discuss you can make an appointment with your child's keyworker.

We are delighted that so many of you appreciate being able to follow your child's progress on Tapestry. The tablets do work well and although sometimes the photo quality is not the highest, this is often due to the need to "catch the moment", while staff interact with the children and support them in their activities. The photos are simply intended to support observations, so the quality is not the highest priority.

The staff always carry out individual observations on the children. The amount of observations will vary, depending on the number of days the child attends, the number of days the child's keyworker sees them, and is also dependent on the child doing something different/new. Some children may do things at home, and not at pre-school and for the staff to log it in their tracking grids or on Tapestry, we must see it ourselves in the setting.

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 due to the need to recruit many more staff, and use the church building for longer periods of time. The committee will continue to review this.

Access to the new building will be from 9am in the morning. There will be a small waiting area which parents and children are welcome to use until staff open the doors to welcome the children in at 9.15am.

Thank you all for your continued support.

The Ark Team.