

## LISTENING AND TAKING ACCOUNT OF PARENTS VIEWS Spring/Summer 2019

Parents' views are important to us. We listen to what you tell us, and look at your questionnaire responses, using them to help us improve our provision. Below is a table showing the main points you have raised and how we have responded.

What parents said we do well	What parents said we could improve	What we have done or plan to do
Children are happy and secure	Some parents have not received information on iConnect	This is part of our improvement plan. Continue training and establish a system for auditing. Make expectations clear to staff and parents.
My child is happy and settled at the nursery	Newsletters - dates of events are sometimes changed	Try to avoid date changes or at least explain to parents the reason the date may be changed. Ensure all parents are e mailed correct dates and add an Events section to the website.
The nursery has good equipment and allows the children to play outside a lot	Sometime not enough notice is given in relation to special events	Make sure, where parents may need to book time off work, that they receive adequate notice of events by e mail. Monitor who has seen the message.
Staff make myself and my child feel welcome	It needs to be clear if an 'event' is something other than just coming in to play with your child	Be clearer about the nature/purpose and agenda of each event is clearly explained.
My child is making very good progress at nursery, especially with behaviour	Some staff do not share enough information at collection time	Additional staff development and re-establish the communication/handover system.
You help my child to settle down when he is upset	I would like a formal parents evening twice a year	Update the parent partnership policy and send to staff and to parents and that a formal appointment can be made at any time. Daily verbal contact is essential and in our experience, formal evenings are not so effective/appropriate for children aged birth to 4 as an open door policy. However, we will consider piloting an evening in the Summer term, just for the children due to start school is September.
My child never wants to leave, he loves it	Outdoor fencing and some resources are a bit tired	At Warwick and Balsall Common paintwork will be upgraded when the summer comes