



# Addlestone Pre-school

Milton Road, Addlestone, Surrey, KT15 1NY  
www.addlestone-preschool.co.uk  
Registered Charity No. 803156

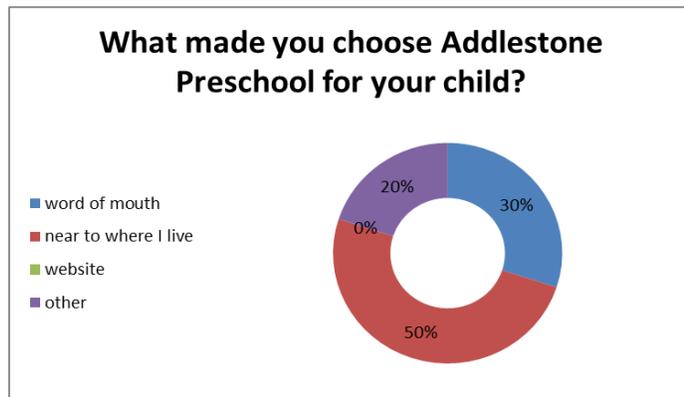
## 2018/19 Questionnaire Summary

There were only 10 responses to the annual questionnaire a disappointing 26% response rate, the lowest for 4 years (despite the questionnaire being anonymous and a post box provided for parents to use outside of the preschool entrance). Next year we will try a different approach with a view to increasing this. The questionnaire will be shortened and simplified, they will be handed to parents at the end of their June parent meeting. A table with pens and a post box will also be provided and staff will encourage completion there and then.

Results from the completed questionnaires were very positive with 100% of respondents stating that their children 'loved' the preschool sessions.

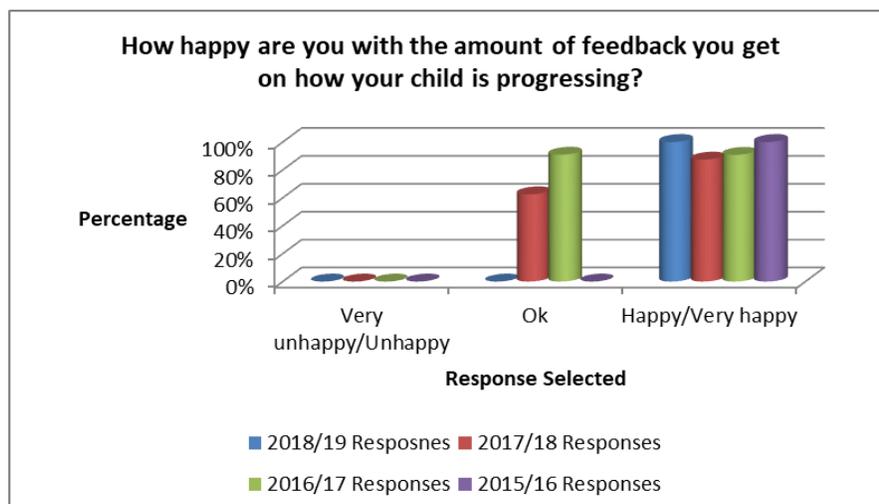
### Choice of Preschool

The reason for choice of preschool was split between 'near to where we live' and 'word of mouth'.



### Feedback

100% of parents were happy/very happy with the feedback provided by the preschool. One parent commented *"I am very happy with the amount of feedback I get. Regular parent-teacher afternoons and tapestry support this and all the different types of work that comes home show the progression my child is making."*





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## Tapestry

100% of parents found tapestry useful for keeping up to date on their child's progress at preschool. Comments from parents included: *"We love seeing what the children have been up to and it's a good conversation starter on the days when my child hasn't told us what she did". "We love being able to see all the things our child has been doing. It is lovely to be able to show grandparents".*

## Staff Contact

100% of parents were 'happy or very happy' to speak to staff with any queries and specific comments were made about staff; "All the staff are very friendly and approachable, you can speak to any of them freely and easily", "I have found the staff very friendly, approachable and always smiling – they look like they genuinely enjoy working at this place!"

Parents also made the following comments:

- *"She thrives with you and is always happy to go along. We are confident that she is well cared for and speaks highly of her teachers."*
- *"She learns so much, has fun and has made lovely friends. A great environment."*
- *"It provides outstanding care for my child. They support his learning and well-being all the time."*
- *"My child has felt really settled at preschool. His confidence has blossomed and I feel he is able to learn well there and be nurtured."*
- *"You seem to vary activities and do so much with them! I love the fact you take them on walks noticing things in the environment and have the opportunity to use the pool and playground facilities at Ongar Place."*

## Website

80% of those parents that returned a completed questionnaire used the Addlestone website. The new preschool website has been launched since this questionnaire was sent out. The testimonials from this year's questionnaire will be added to the site.

## Swimming lessons

We have again had a lot of interest in the swimming lessons this year and will continue to offer them to our morning children. Parents commented on the importance of 'such a valuable skill' and suggesting the 'lessons are reasonably priced'.

## Suggestions for improvement

There were a few suggestions given for improving Addlestone Preschool. These were as follows and comments have been added:

- *1 response;* Use the school playground more. We make use of the school playground as much as possible weather/time permitting,
- *1 response;* Larger outdoor area. We are always in touch with the school and any opportunity to increase the size of the outdoor area will be taken,
- *1 response;* More regular book swap. Books are swapped as soon as children return them to preschool and bags are checked at each session,
- *1 response;* times and hours available are not long enough. Suggest 3-4 hours sessions with 3 year olds being able to attend mornings. While session times need to remain as they are we will look to offer a higher number of 30 hour places in 2019/20.



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**In summary** the responses were very positive despite the low response rate, with encouraging statements about staff approachability, the activities provided to children and their progression.

Next year the questionnaire will be dealt with differently to see if this increases the response rate.

**Actions as a result of this questionnaire** are:

- Continue to emphasis use of Tapestry and parent interaction through it,
- Offer swimming lessons during summer term 2019,
- Shorten annual questionnaire and simplify the process of completing/returning it,
- We will look at increasing the number of 30 hour places available to children attending preschool, but this will be tailored to the cohort/parental requirements each year,
- Maintain regular parent meetings and availability of staff at beginning/end of sessions.