

Little Pippins Parents Feedback 2018

Thank you to everyone that took part in our online survey. Your feedback is very important to us and helps us continually improve the provision we offer.

Below we have summarised your feedback and how we have already started to action some of your suggestions.

General

42% of people chose little Pippins because it was recommended.

100% of people would recommend Little Pippins.

83% of people thought the fees were about average.

93% of people thought the opening hours met their needs.

100% of people felt that Little Pippins catered for their family needs in terms of age.

95% of people know about and use Tapestry.

Tapestry

If you haven't been able to access Tapestry, please email manager.pippins@btinternet.com and we will reset your password. Please be aware that once this has been set the link only lasts for 24 hours. Once you have access you are then able to change your password to something that is easy for you to remember.

There is an 'All about me' page on Tapestry, please fill this out as it helps us know more about your child, their family and things they like.

Staff

96% of people thought that staff were friendly.

72% of people thought that staff were helpful.

72% thought that staff were approachable.

65% thought that staff were knowledgeable about your child.

Website

General feedback on the website has been very positive but we will look at making certain areas clearer and adding more content and resources for parents on a termly basis.

There is a full page of information on the Forest School page that tells you when, where and what the children will experience.

Home Visits

This year we introduced home visits to our September intake. Feedback has been extremely positive and is something we will roll out to all new starters.

Here are a few comments.

"Very useful. Visiting a week or so before starting was more helpful than before the summer as my child remembered the key person. Perhaps give the children a task to bring / show their key person during settling in sessions?"

"The visit was very useful and helped my daughter settle. She can be shy, but having a home visit helped her have the confidence to talk in her own environment, it was also good for me to be able to talk one to one with Vicky".

General Comments

Here are our responses to some of the feedback.

All staff wear name badges on a safety lanyard around their neck.

We are trying to do promote the committee and the fantastic work the fundraising team do. Without everyone's help and support Pippins would not exist. We plan to produce a leaflet that we can hand out to all new starters when they register. If any parents are able to help, please come and speak to us.

We will start to produce a newsletter for Breakfast Club parents from next term.

The 9:15am start is to allow all parents to drop older children off at school and then arrive on time. If we started at 9am we would have a drip feed of parents for 15 minutes and this causes children to be unsettled and is not the best use of our time.

On the website and in the lobby we will have a planning web for the whole term. This shows what we are going to cover and the links to the EYFS. We will show two weeks' worth of plans on the noticeboard outside. However, this is always subject to minor changes as we are child lead they may show a particular interest in a subject for example if it snows or if someone has seen something exciting at the weekend. The planning sheets show the activities we are going to be doing and if you have any concerns or questions about these activities please do not hesitate to contact your key worker or management team.

Our charges must cover the cost otherwise we wouldn't be able to run. The new fees are always displayed in the window and on website as soon as they are agreed. We will also email fees increases to all parents as soon as possible after they have been agreed, usually June committee meeting. Over the last few years there has just been an inflationary increase.

People within Harwell Parish have priority when 2 children are in direct competition for a space, however, we must fill spaces and if someone from outside the village is ready to start and no one in the village is waiting, we have to offer them a space. We cannot afford to hold spaces open for future terms. We always do our best to accommodate everyone.

Due to costs and the way Pippins is set up we are unable to offer cooked meals for children and have no plans to do so in the future.

Parent Comments

"I can't recommend Pippins high enough, all the staff are wonderful and approachable. Each child is treated as an individual and it's a welcoming and happy environment (far better than other settings I visited). I will be emotional when daughter leaves pippins."

"Online tapestry is fantastic for keeping up with what my child has achieved in past tense terms and adding comments helps contextualise some of my child's comments /actions."

"Having had an older child at the setting previously Pippins seems well organised, fun and exciting place to be and learn. I love the new layout and it is much calmer on entrance for parents and children. Thank you:)"

"Information given to parents on first settling in visit really good. I knew exactly what to do/expect on the first proper day and who/where to go if we ever have a problem."

"The staff are all very caring and kind and know the children well. There are always lots of different activities and the staff are very good at engaging the children. Thanks!"