



20th June 2016

Dear Parent/Carer,

Thank you to all parents/carers who took the time to complete our recent questionnaire. An impressive 59% replied, and we are very grateful for your time. A copy of the survey results are enclosed (Enclosure 1).

We took particular notice of all of the comments received and we will endeavour to implement improvements where possible, however I would like to address the 2 main issues and a few smaller ones which were of concern to you.

1. Collection procedures.

This has been raised as an issue on the questionnaire for the last couple of years, and we are well aware that the foyer area is limited in size and poorly lit which increases congestion and stress at both drop off and pick up. The Village Hall Trustees have now commenced a programme to renovate numerous elements of the Village Hall in priority order, of which the entrance area is one element. Some funding has now been granted/raised, and in the first stage of the work, both the entire kitchen and the majority of the windows of the Village Hall will be replaced over the summer. Aside from the fabric of the building, the mechanics of the drop off and collection have been discussed once again at length at our most recent committee meeting. Despite lots of ideas, the conclusion was drawn that the current set-up is the best it can be. We are aware that the collection of artwork also causes some congestion and the staff will continue to do the best they can to name as much of the artwork as possible.

2. Feedback about your children's progress.

This subject has been discussed at every staff meeting and committee meeting since the previous questionnaire, and establishing the correct balance between providing useful feedback and managing the workload on the staff has proven difficult. The role of the staff has become extremely dominated by paperwork over recent years, and so we are hesitant to produce any additional paperwork unless we are confident it adds significant value. I appreciate that some parents/carers liked the feedback trial we conducted earlier in the year, however the additional workload was unsustainable and the value it was adding for parents/carers was limited. As you should be aware, the staff already maintain detailed records on each child's progress, and with our open door policy the staff and committee have agreed that being able to view these records and discuss your child's progress and any areas of concern at any time is the best method of providing feedback. We will continue to hold two formal parent meetings each academic year to allow you to discuss your child with their key worker and see the reports we keep on your child, but should you wish to see their records at any other time, please do not hesitate to ask.

3. Other comments.

- a. One person asked about paying invoices in monthly instalments. Should you wish to do this then please just ask, it is no problem at all.
- b. We received a large number of extremely positive comments about the parent /carer rota system. We would urge parents/carers to make use of it to visit your child in the setting.
- c. This year we have been tentatively setting up a Facebook page for the Pre-School, however as we now have it up and running, we would urge you to follow us!

Finally, I would like to thank you for all the really positive feedback and thoughtful comments, and it is wonderful to see that following our renovation of the garden it is even more popular with the children! We would like to assure you all that we will always listen to any concerns and do our best to act on them, however should there be anything from the questionnaires that you feel has not been addressed, please do come and let us know. Thank you to all the staff and committee for working together and for their commitment and ongoing support to make Bisley Pre-School a thriving and important part of our community.

Yours sincerely

AL Brown
Chairman
Bisley Pre-School Committee