

URC Preschool & Nursery
Parent's Questionnaire Results
Summer 2019

*'We aim to provide a happy and secure environment in which
children can learn and develop through play.'*

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Introduction

At the URC Preschool and Nursery, we aim to provide a happy and secure environment in which children can learn and develop through play. As such, we ask annually for parents and carers to fill out a questionnaire to help ensure we are maintaining and reaching our goals and objectives. We want to guarantee that as partners in your child's learning and development at our Preschool, you have the opportunity to voice any suggestions and concerns regarding the service we provide for you. We will use the information gathered in this questionnaire to plan how we will develop and grow as a preschool during the next academic year.

Thank you to everyone who participated in the URC Preschool and Nursery 2019 summer questionnaire regarding the services that we provided over the last academic year, below are the findings from the survey.

Total Number of Responses:

2019 Questionnaire - We received 39 out of a possible 55 surveys back (71%).

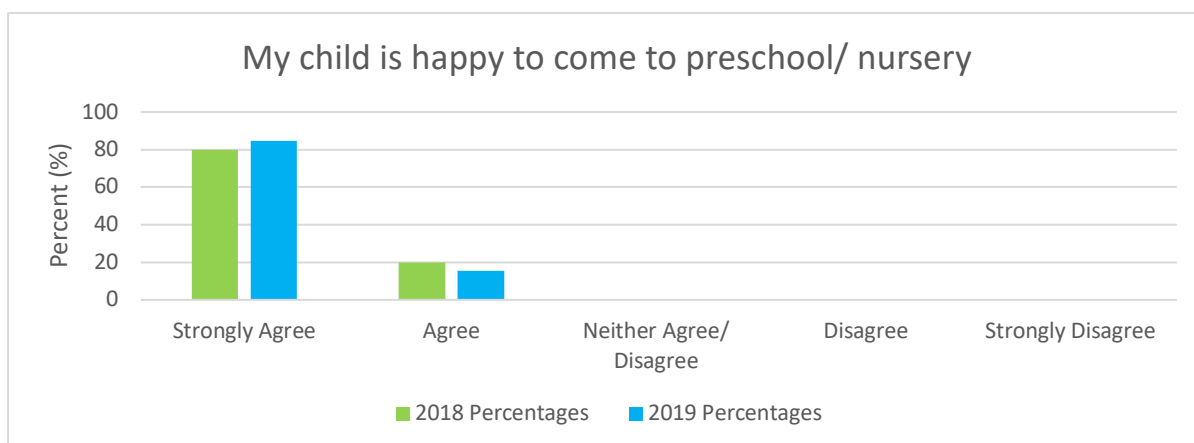
2018 Questionnaire – We received 27 out of a possible 42 surveys back (64%).

As a reminder, parent's comments are always welcomed throughout the year and are taken into consideration when planning and improving our Preschool.

Care and Support

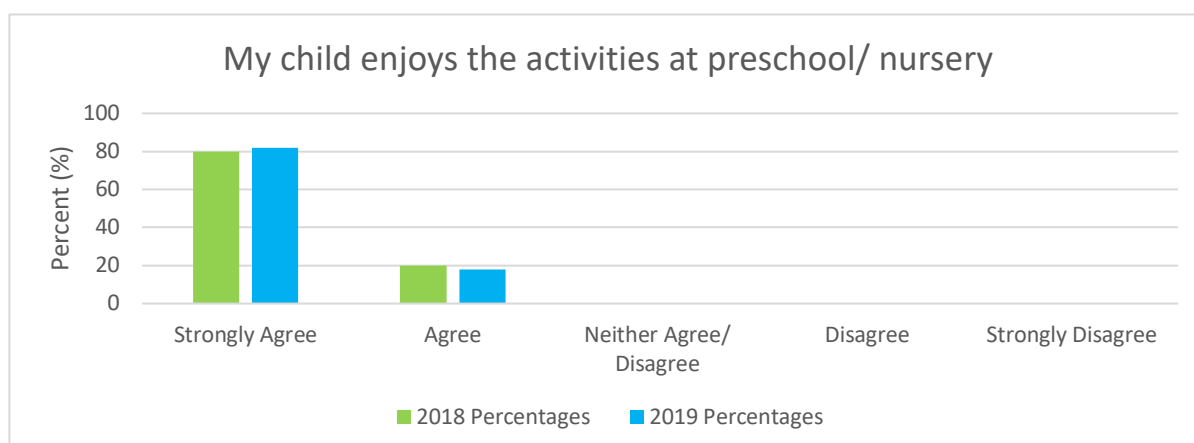
1. My child is happy to come to preschool/ nursery.

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2019	85% (33)	15% (6)	-	-	-	4.85
2018	80% (20)	20% (5)	-	-	-	4.80



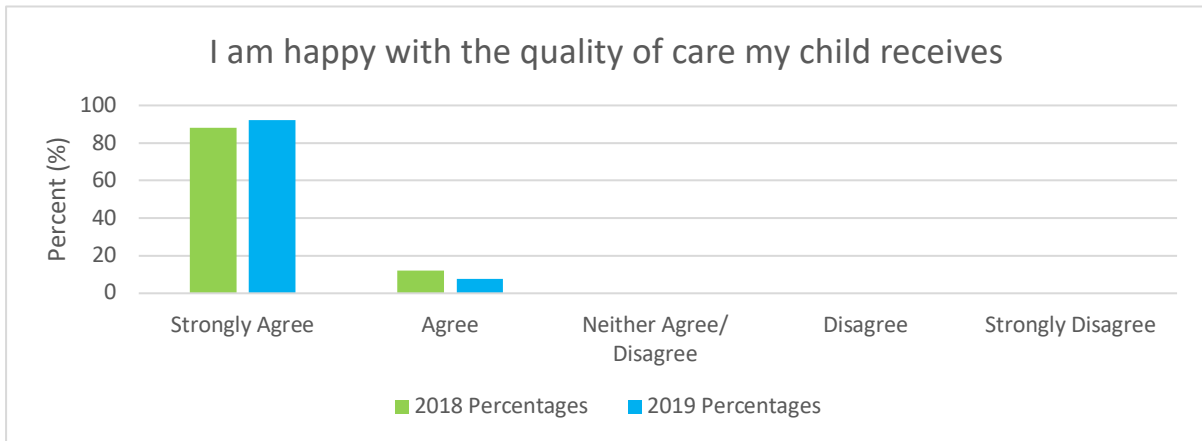
2. My child enjoys the activities at preschool/ nursery.

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2019	82% (32)	18% (7)	-	-	-	4.82
2018	80% (20)	20% (5)	-	-	-	4.80



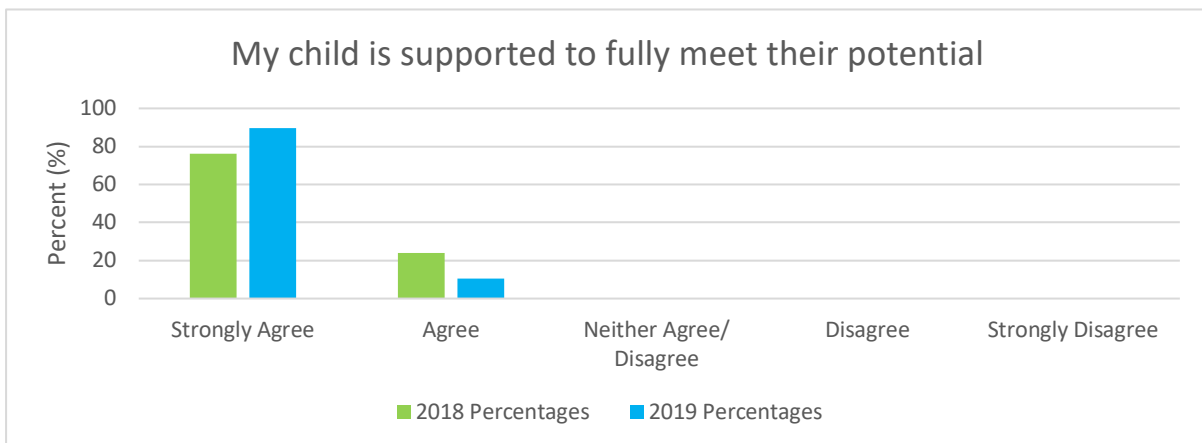
3. I am happy with the quality of care my child receives.

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2019	92% (33)	8% (6)	-	-	-	4.92
2018	88% (22)	12% (3)	-	-	-	4.88



4. My child is supported to fully meet their potential.

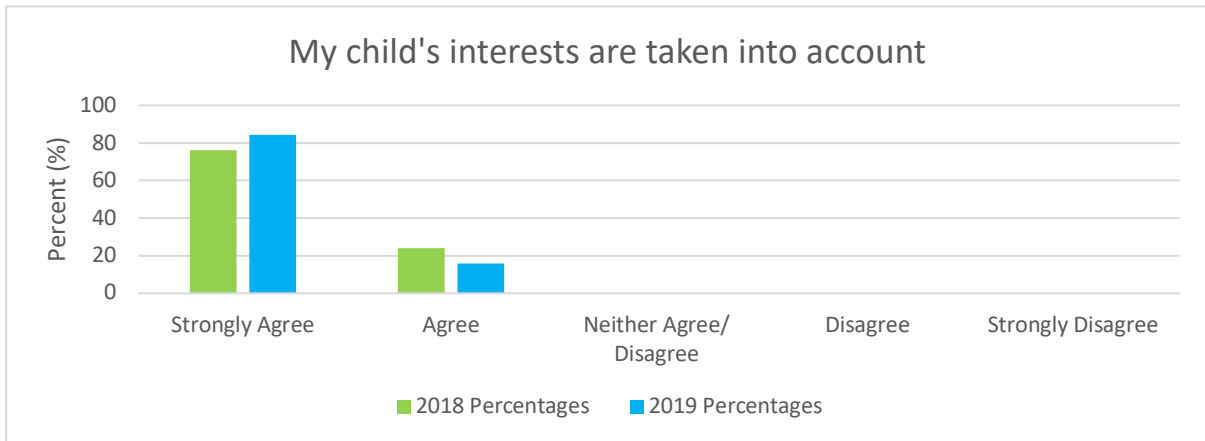
	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2019	89% (34)	11% (4)	-	-	-	4.89
2018	76% (19)	24% (6)	-	-	-	4.76



1 person marked this as non-applicable.

5. My child's interests are taken into account.

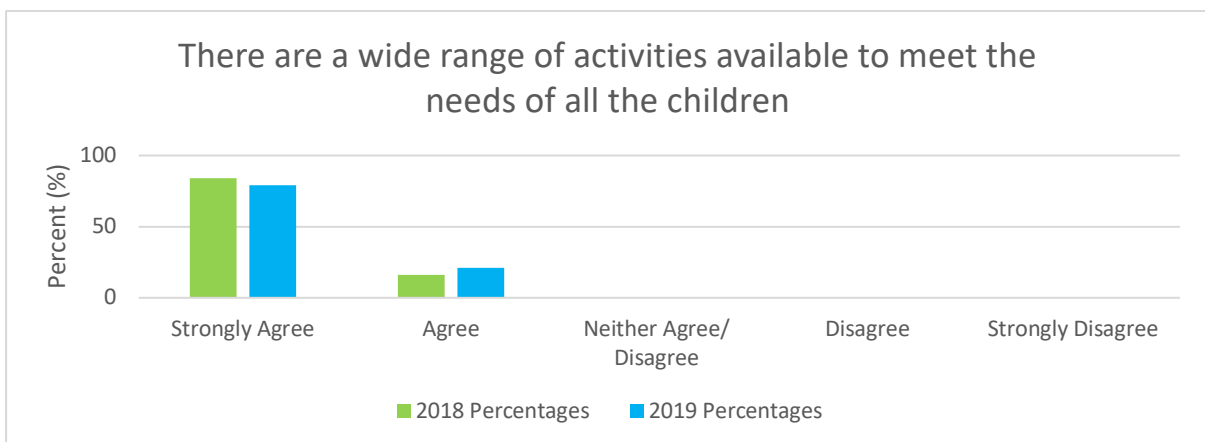
	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2019	84% (32)	16% (6)	-	-	-	4.84
2018	76% (19)	24% (6)	-	-	-	4.76



1 person marked this as non-applicable.

6. There are a wide range of activities available to meet the needs of all the children.

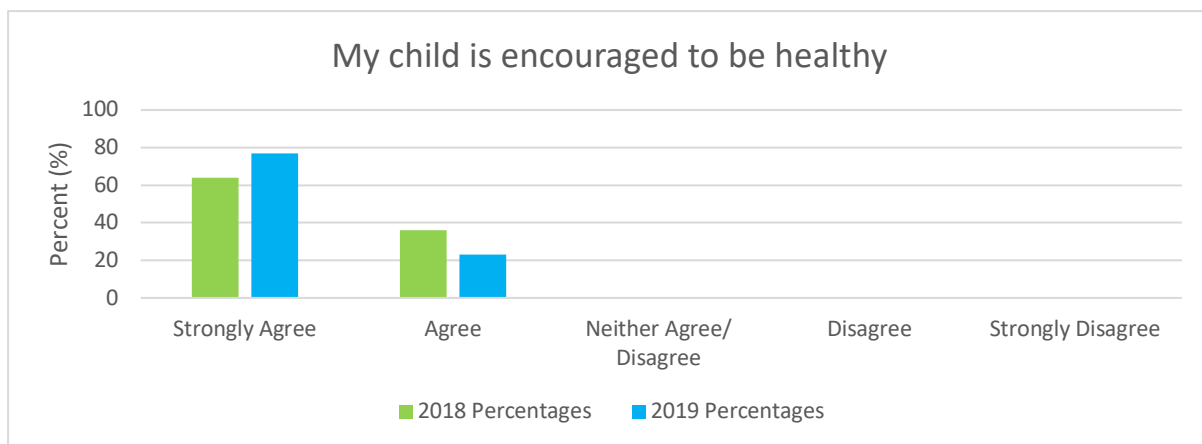
	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2019	79% (30)	21% (8)	-	-	-	4.79
2018	84% (21)	16% (4)	-	-	-	4.84



1 person marked this as non-applicable.

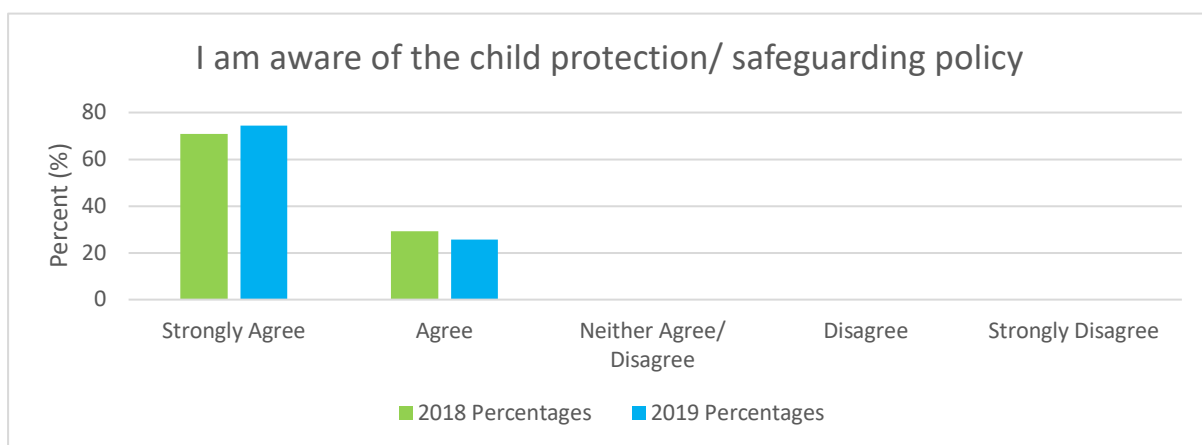
7. My child is encouraged to be healthy.

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2019	77% (30)	23% (9)	-	-	-	4.77
2018	64% (16)	36% (9)	-	-	-	4.64



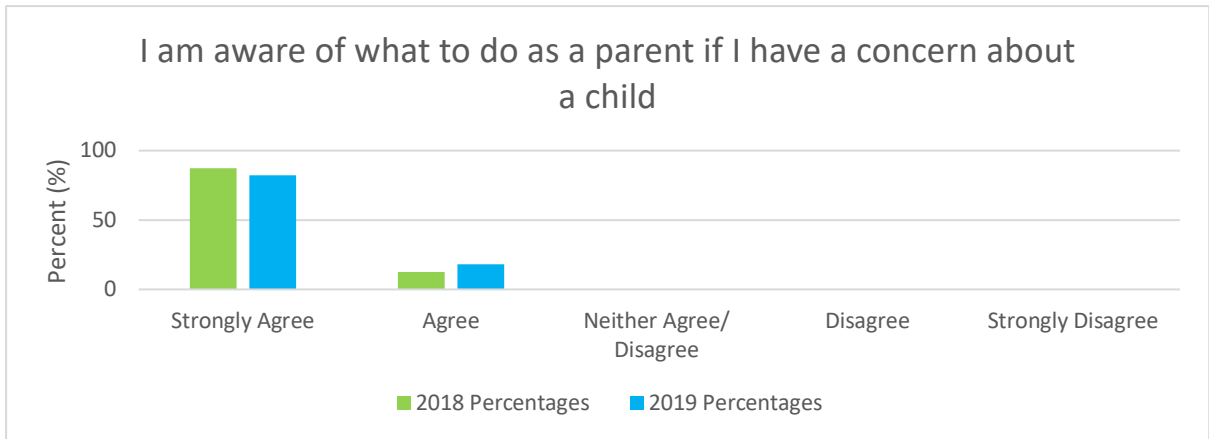
8. I am aware of the child protection/ safeguarding policy.

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2019	74% (29)	26% (10)	-	-	-	4.74
2018	71% (17)	29% (7)	-	-	-	4.71



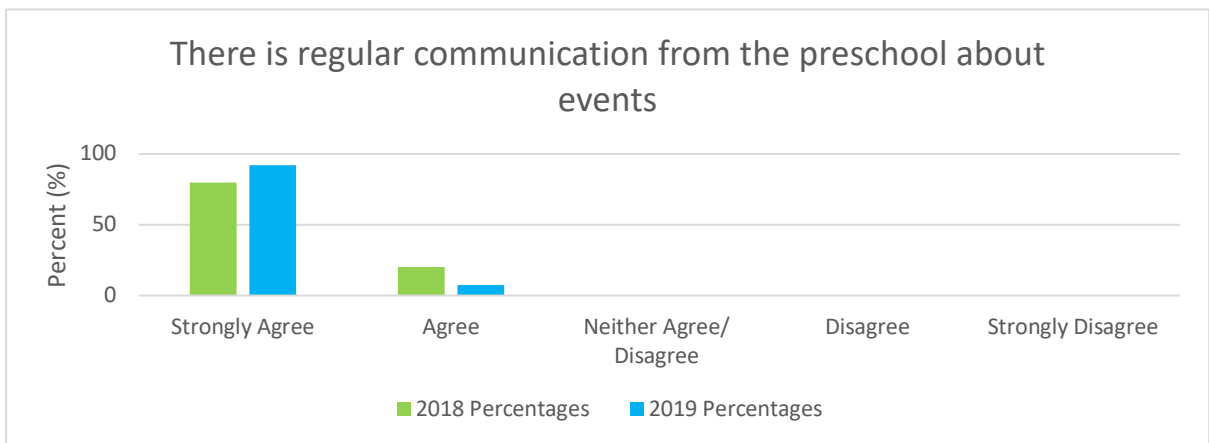
9. I am aware of what to do as a parent if I have a concern about a child.

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2019	82% (32)	18% (7)	-	-	-	4.82
2018	88% (21)	13% (3)	-	-	-	4.88



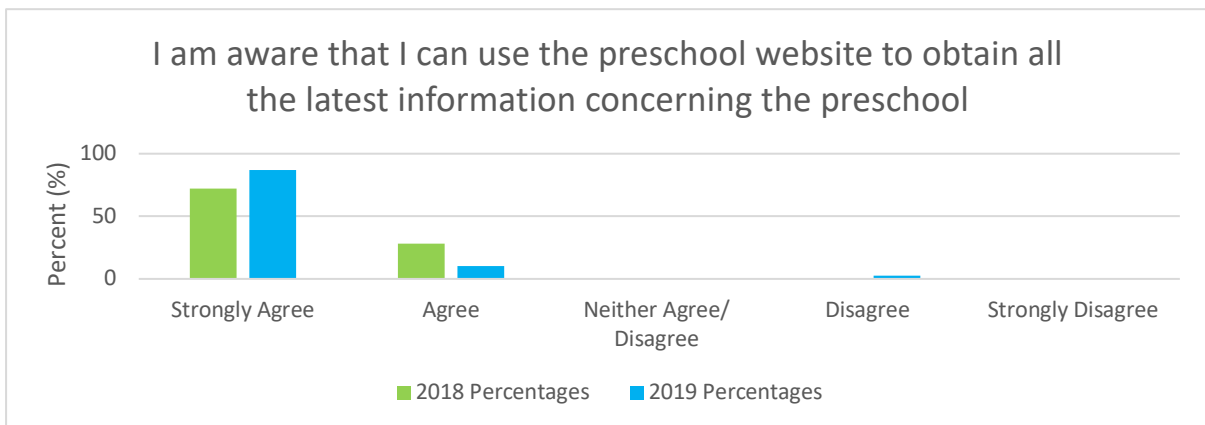
10. There is regular communication from the preschool about events.

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2019	92% (36)	8% (3)	-	-	-	4.92
2018	80% (20)	20% (5)	-	-	-	4.80



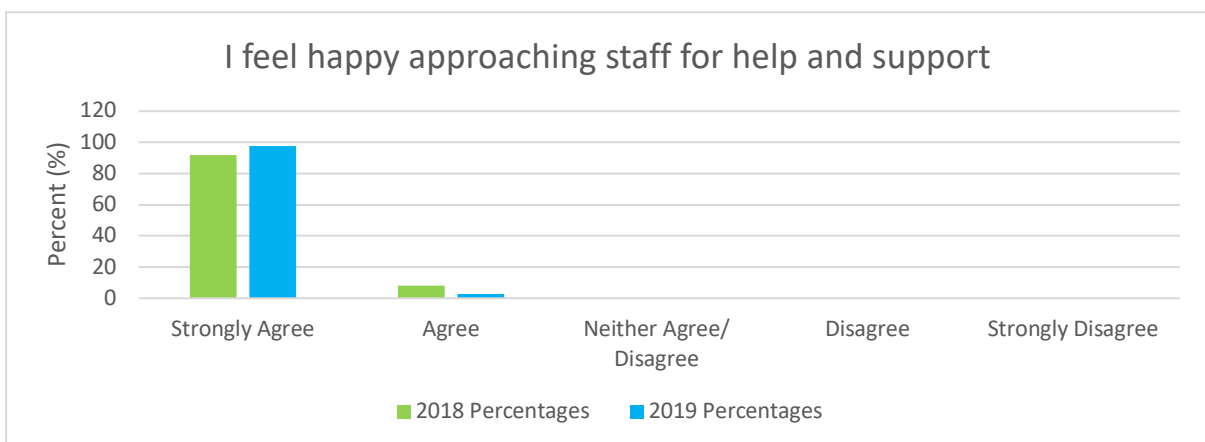
11. I am aware that I can use the preschool website to obtain all the latest information concerning the preschool.

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2019	87% (34)	10% (4)	-	3% (1)	-	4.82
2018	72% (18)	28% (7)	-	-	-	4.72



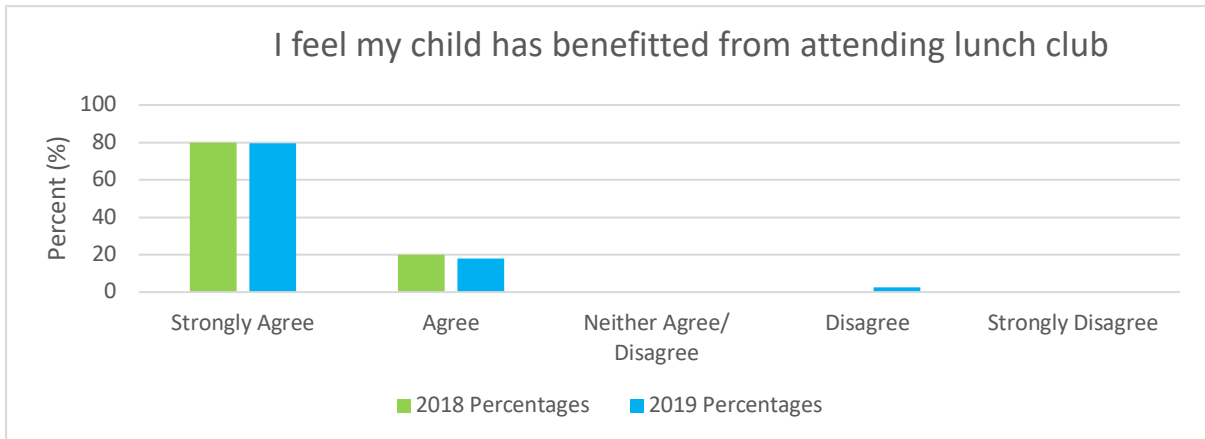
12. I feel happy approaching staff for help and support.

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2019	97% (38)	3% (1)	-	-	-	4.97
2018	92% (23)	8% (2)	-	-	-	4.92



13. I feel my child has benefitted from attending lunch club.

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2019	79% (37)	18% (1)	-	3% (1)	-	4.74
2018	80% (12)	20% (3)	-	-	-	4.80



Comments on Care and Support:

Overall, parents and carers are happy with the caring and supporting environment the URC Preschool and Nursery provides and how it aids in the development of their children. Lunch club was often cited as a service that they found valuable.

“My child really enjoyed lunch club on the odd occasion and will definitely attend more in September.”

“With regards to being happy to come to nursery - there are some days where she doesn't want to however, I don't feel that is a reflection on the nursery as she loves it there.”

“Red group has brilliantly nurtured friendships and taught the children to care for one another. This is clear in the wellbeing of the whole group.”

“It is a very caring and supportive nursery and all of the staff are lovely and helpful.”

“None of my children have ever eaten sandwiches until they started lunch club!”

“My son has loved coming to URC and it's been a positive impact on his early years.”

“My daughter enjoys coming to the nursery, her communication has improved, and she is able to speak about the things she did at the nursery. A little bit more outgoing as well. Thanks for all the reassurance given at the nursery.”

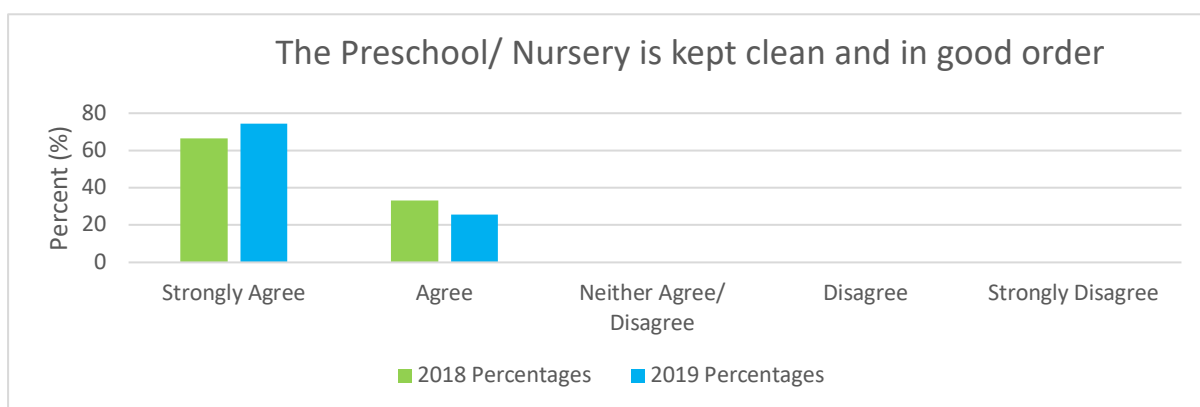
“The care and support from the teachers at URC is outstanding. It's good to know that my son is cared for and I am always supported.”

“We have been delighted with the care and support my son has received since starting in Rainbow Room in January. He has gone from crying and screaming when left to loving going in the mornings!”

Quality of Environment

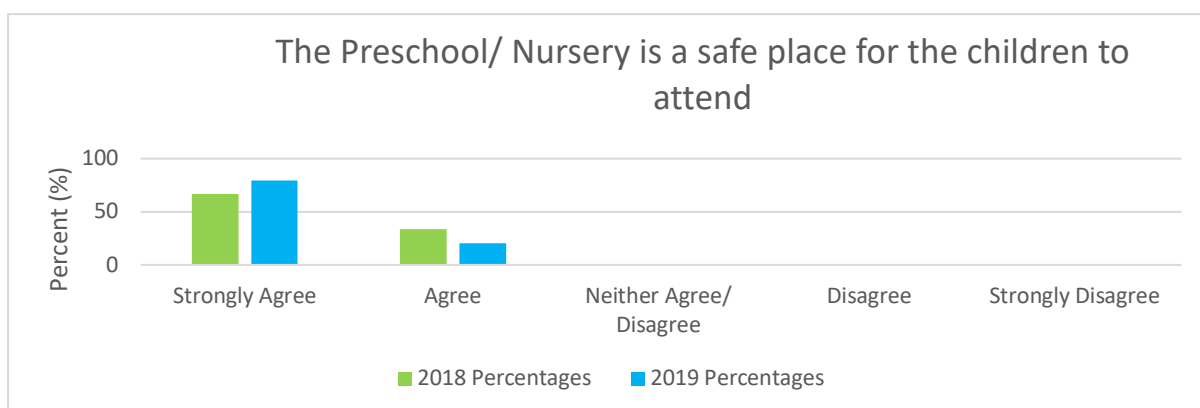
1. The Preschool/ Nursery is kept clean and in good order

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2019	74% (29)	26% (10)	-	-	-	4.74
2018	67% (16)	33% (8)	-	-	-	4.67



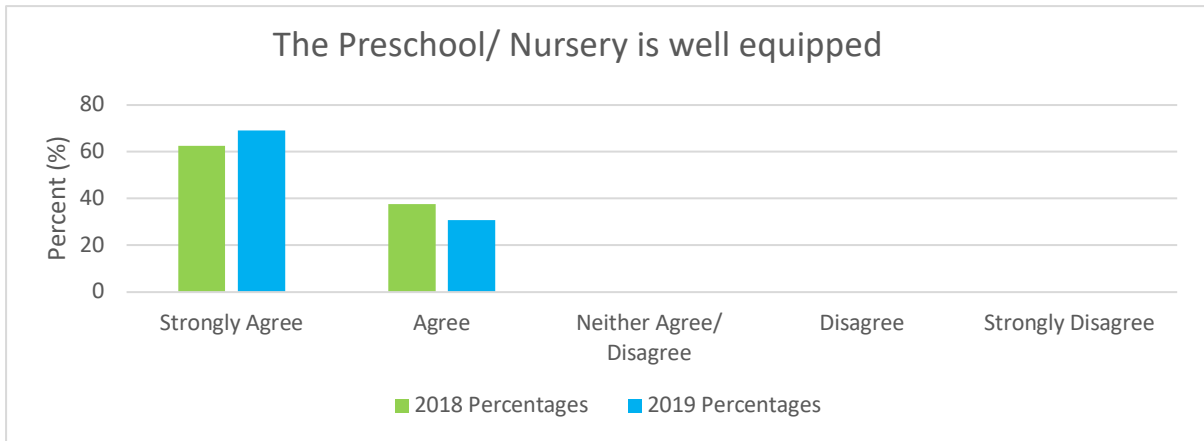
2. The Preschool/ Nursery is a safe place for the children to attend

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2019	74% (29)	26% (10)	-	-	-	4.79
2018	67% (16)	33% (8)	-	-	-	4.67



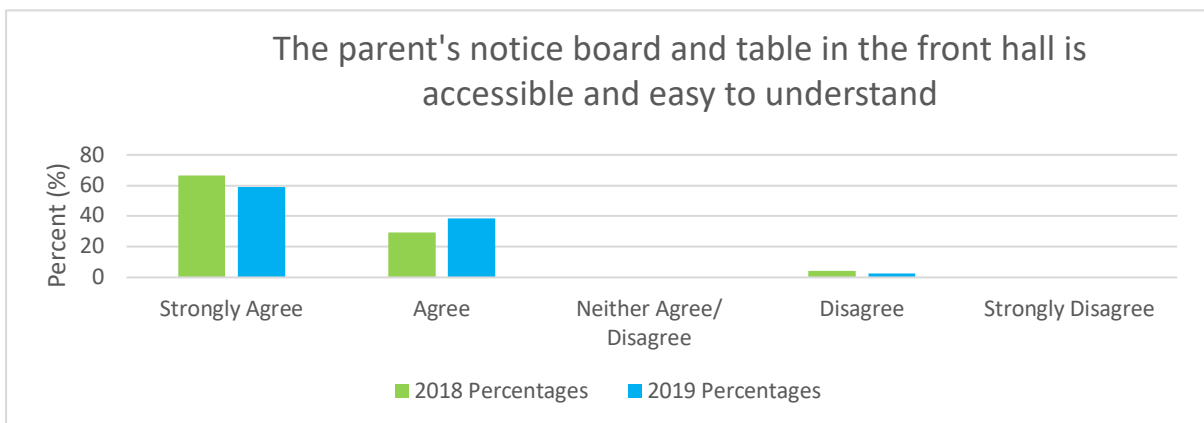
3. The Preschool/ Nursery is well equipped

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2019	69% (27)	31% (12)	-	-	-	4.69
2018	63% (15)	38% (9)	-	-	-	4.63



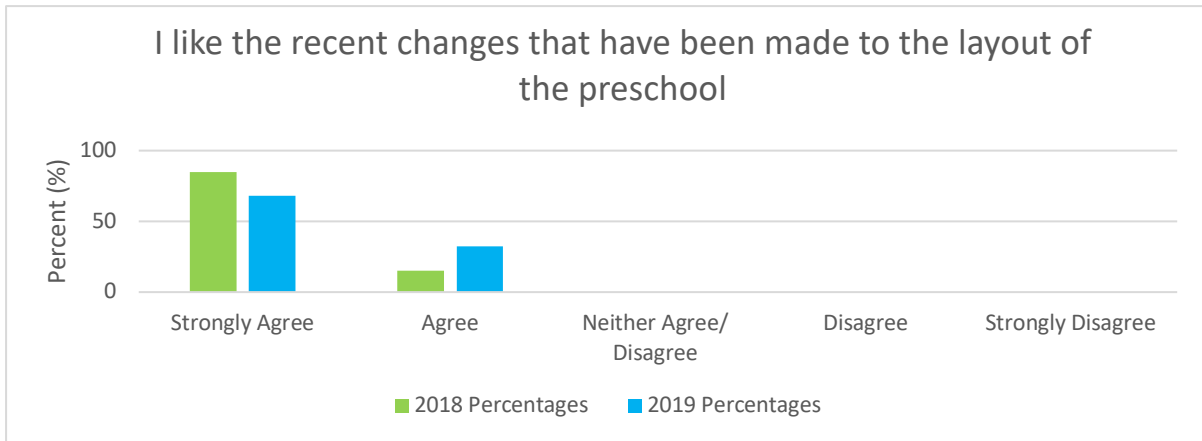
4. The parent's notice board and table in the front hall is accessible and easy to understand.

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2019	59% (23)	38% (15)	-	3% (1)	-	4.54
2018	67% (16)	29% (7)	-	4% (1)	-	4.58



5. I like the recent changes that have been made to the layout of the preschool.

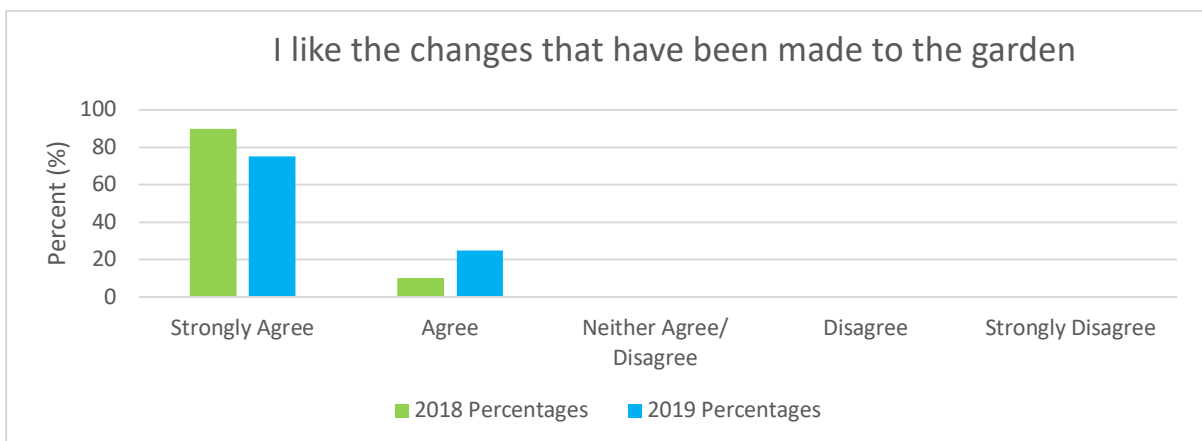
	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2019	68% (19)	32% (9)	-	-	-	4.68
2018	85% (17)	15% (3)	-	-	-	4.85



11 people marked this as non-applicable.

6. I like the recent changes that have been made to the layout of the garden.

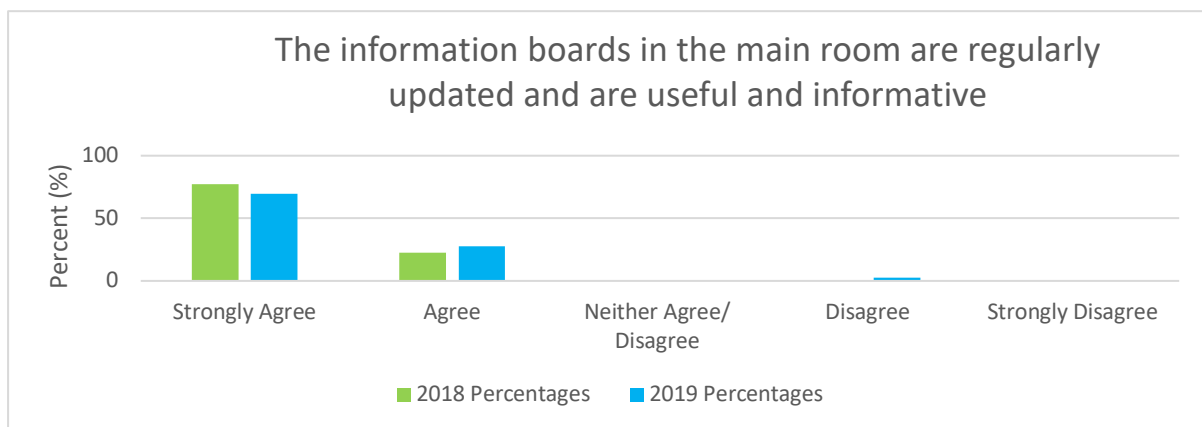
	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2019	75% (21)	25% (7)	-	-	-	4.75
2018	90% (18)	10% (2)	-	-	-	4.90



11 people marked this as non-applicable.

7. The information boards in the main room are regularly updated and are useful and informative.

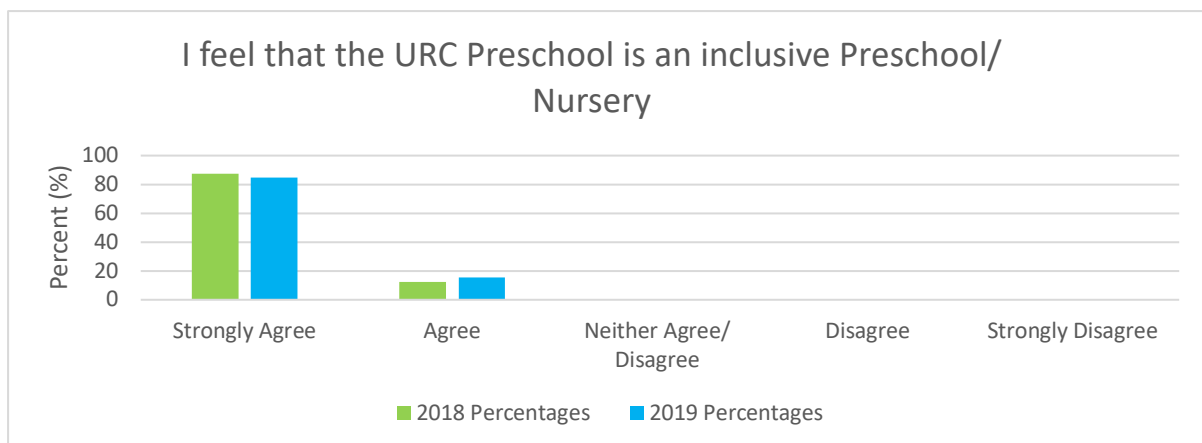
	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2019	69% (25)	28% (10)	-	3% (1)	-	4.64
2018	77% (17)	23% (5)	-	-	-	4.77



3 people marked this as non-applicable.

8. I feel that the URC Preschool is an inclusive Preschool/ Nursery.

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2019	85% (33)	15% (6)	-	-	-	4.85
2018	88% (21)	13% (3)	-	-	-	4.88



Comments on Quality of Environment:

Parents and carers are excited for the new artificial grass, which will be installed in September. They mentioned that the parent's table is not always accessible and do not often see the information board.

"As my child is in Red Group I don't really go into the main room, so don't see the notice boards. I love the way the teachers take pictures and post them on Tapestry."

"Looking forward to seeing the AstroTurf! It would be lovely to have a low-level climbing facility in the garden."

"Accessibility to the parents table is only restricted by space and number of parents at pick up. The extra space by red group pegs is very beneficial. The team are always looking for ways to enhance the environment of preschool."

"We rarely go into the main room now so it would make more sense to have the information closer to the preschool pegs or outside to read whilst we have to wait for the door to open."

"I fly past the notice boards in both AM and PM as I'm in a rush."

"Excited about the AstroTurf! Once in, will definitely mark strongly agree!"

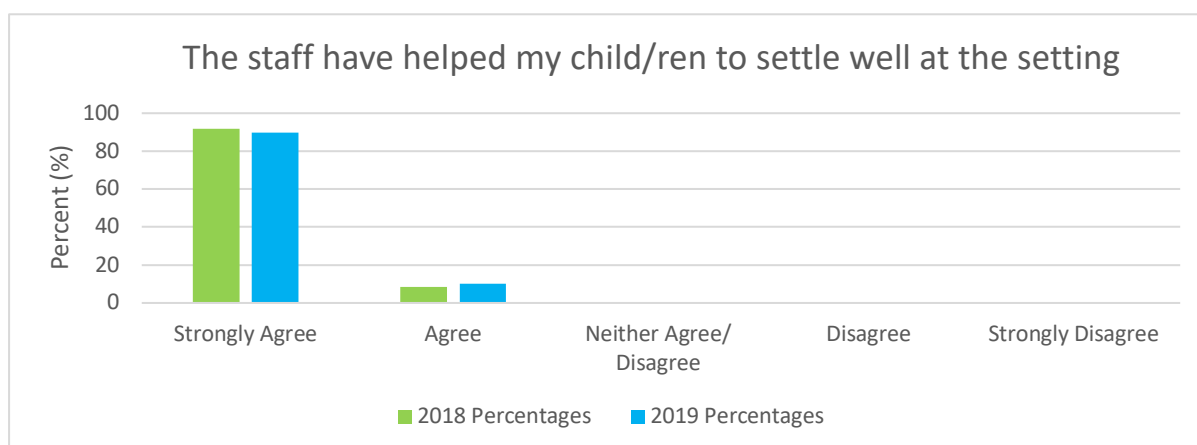
"Looking forward to the arrival of the AstroTurf!"

"We don't really get to see the info board in the main room if not staying a full day."

Quality of Staffing

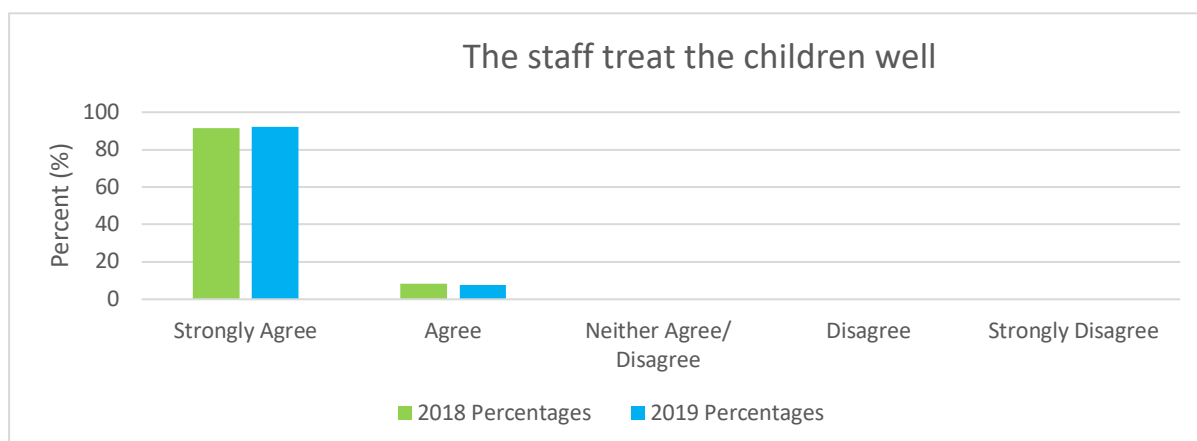
1. The staff have helped my child/ren to settle well at the setting.

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2019	90% (35)	10% (4)	-	-	-	4.90
2018	92% (22)	8% (2)	-	-	-	4.92



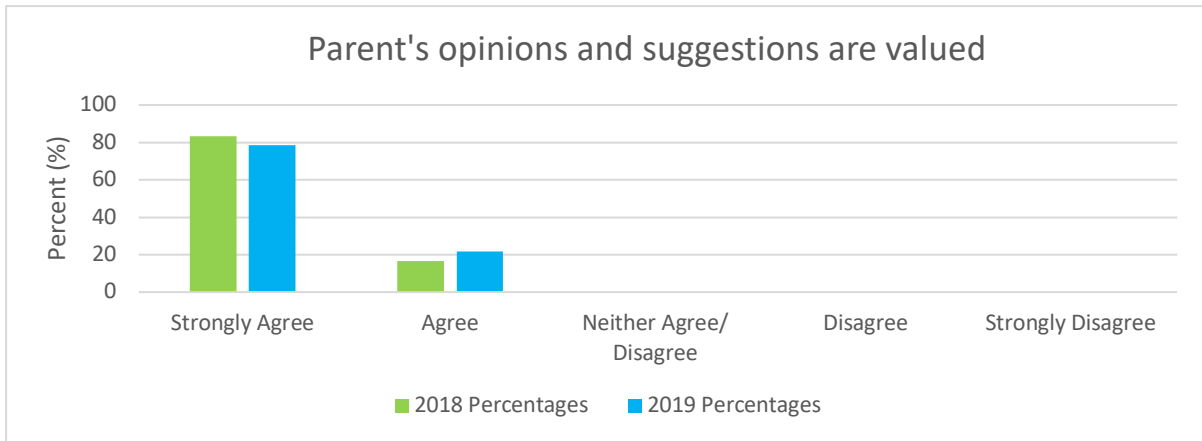
2. The staff treat the children well.

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2019	92% (36)	8% (3)	-	-	-	4.92
2018	92% (22)	8% (2)	-	-	-	4.92



3. Parent's opinions and suggestions are valued.

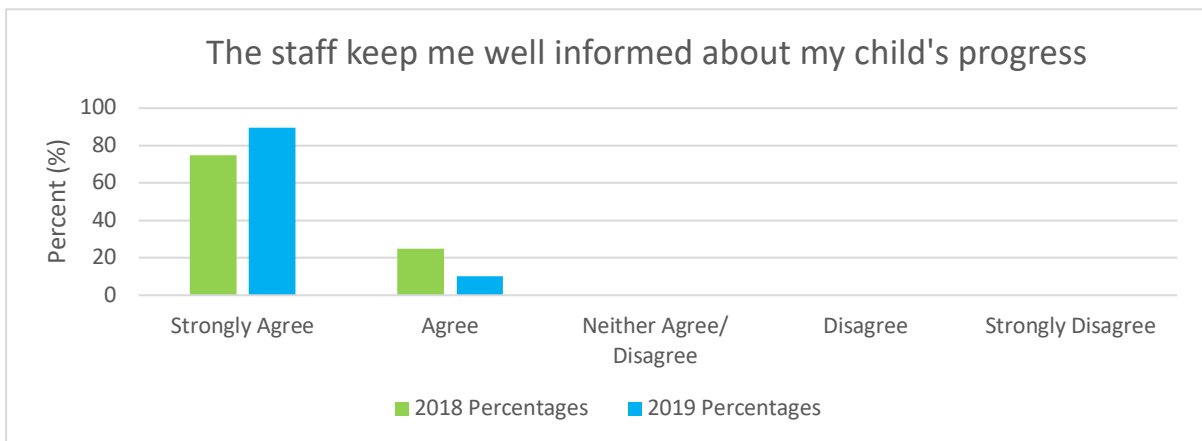
	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2019	78% (29)	22% (8)	-	-	-	4.78
2018	83% (20)	17% (4)	-	-	-	4.83



3 people marked this as non-applicable.

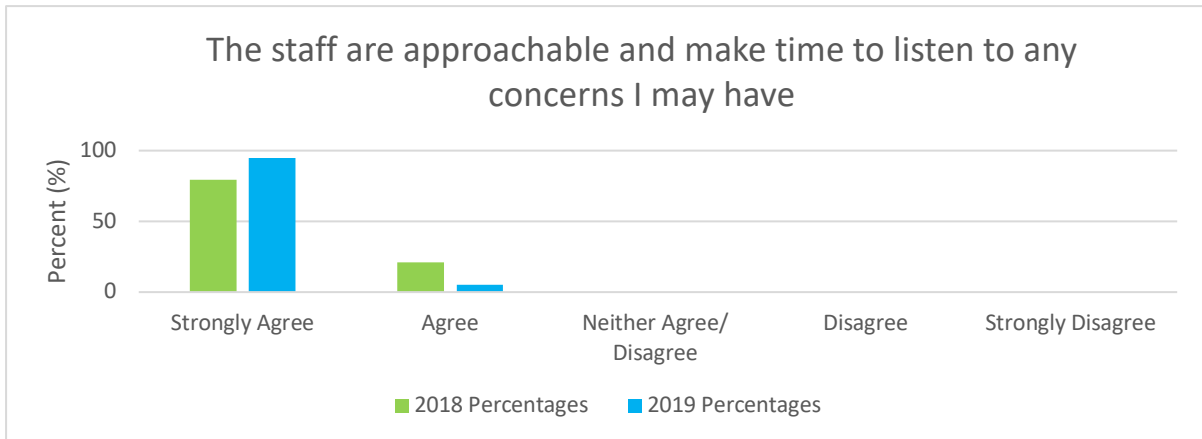
4. The staff keep me well informed about my child's progress.

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2019	90% (35)	10% (4)	-	-	-	4.90
2018	75% (18)	25% (6)	-	-	-	4.75



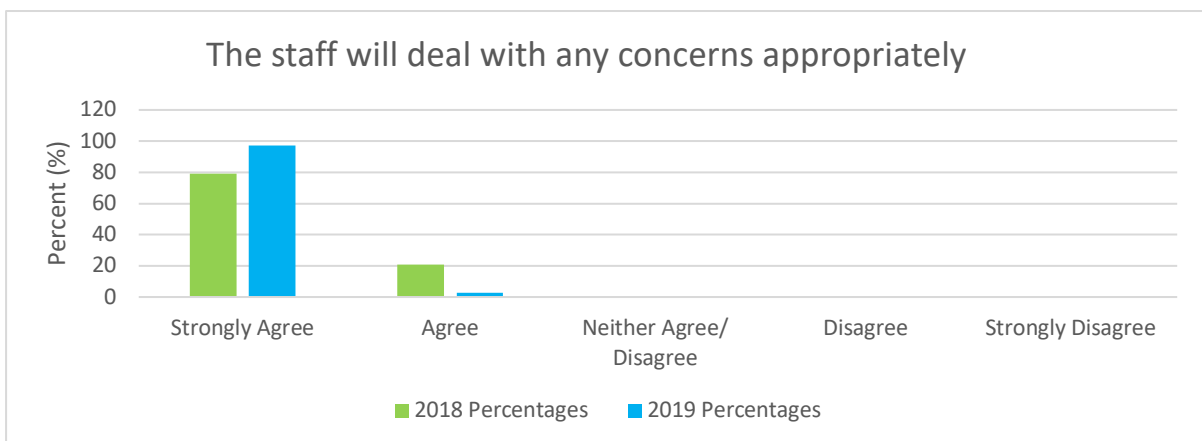
5. The staff are approachable and make time to listen to any concerns I may have.

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2019	95% (37)	5% (2)	-	-	-	4.95
2018	79% (19)	21% (5)	-	-	-	4.79



6. The staff will deal with any concerns appropriately.

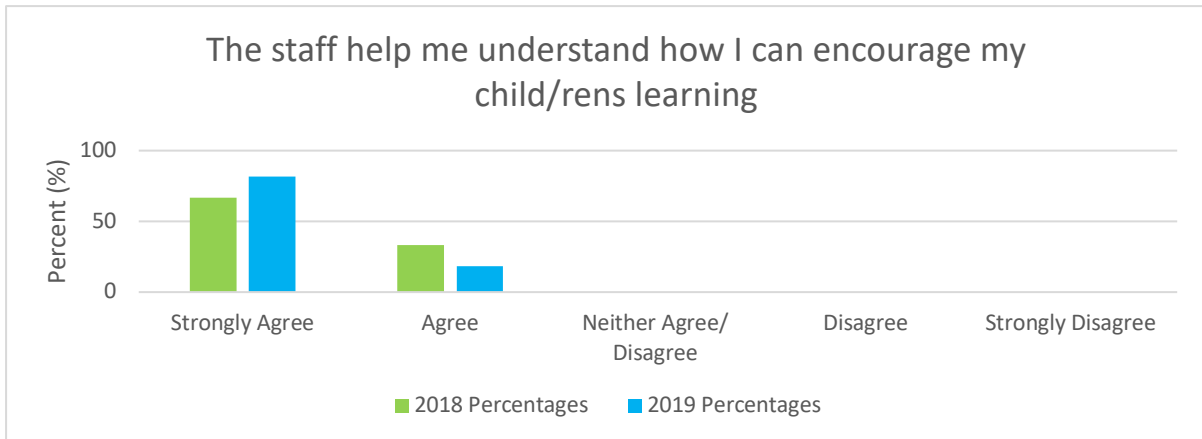
	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2019	97% (36)	3% (1)	-	-	-	4.97
2018	79% (19)	21% (5)	-	-	-	4.79



2 people marked this as non-applicable.

7. The staff help me understand how I can encourage my child/rens learning.

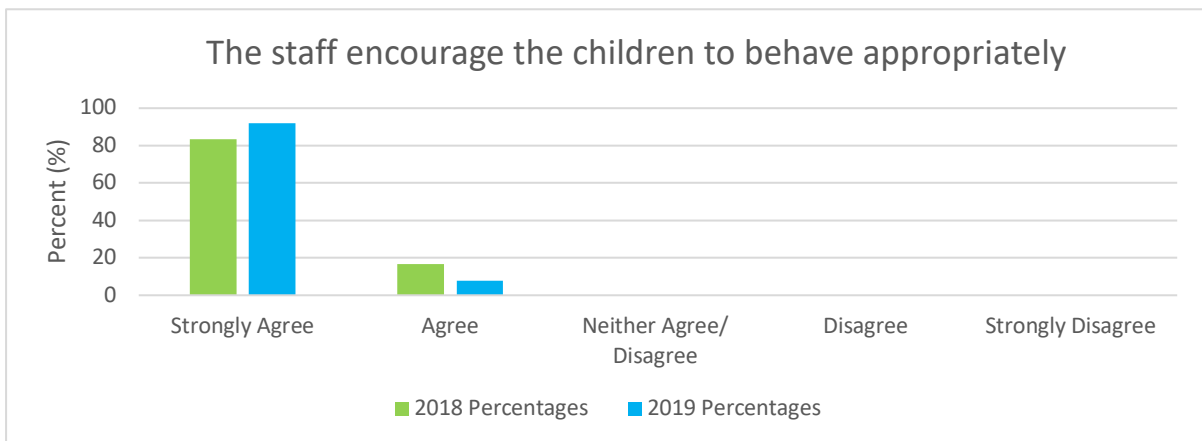
	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2019	82% (31)	18% (7)	-	-	-	4.82
2018	67% (16)	33% (8)	-	-	-	4.67



1 person marked this as non-applicable.

8. The staff encourage the children to behave appropriately.

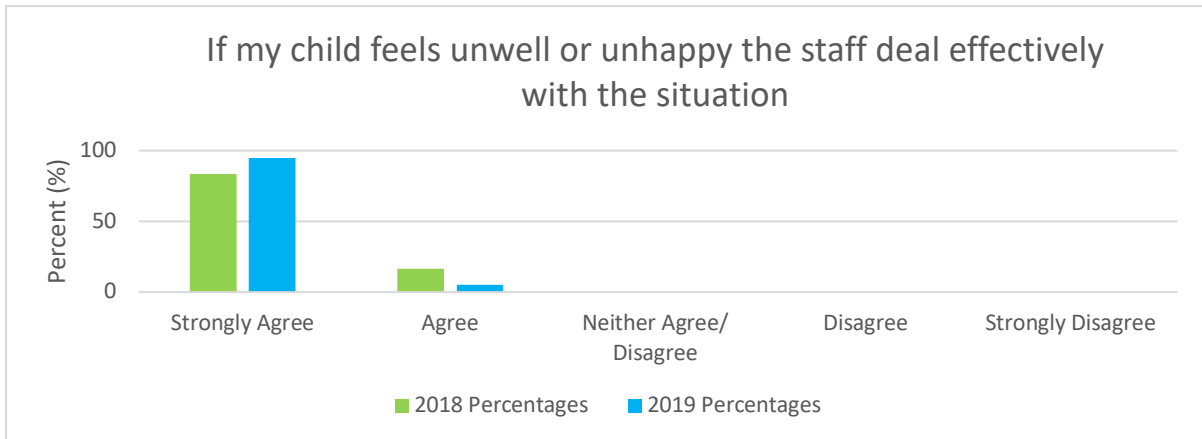
	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2019	92% (35)	8% (3)	-	-	-	4.92
2018	83% (20)	17% (4)	-	-	-	4.83



1 person marked this as non-applicable.

9. If my child feels unwell or unhappy the staff deal effectively with the situation.

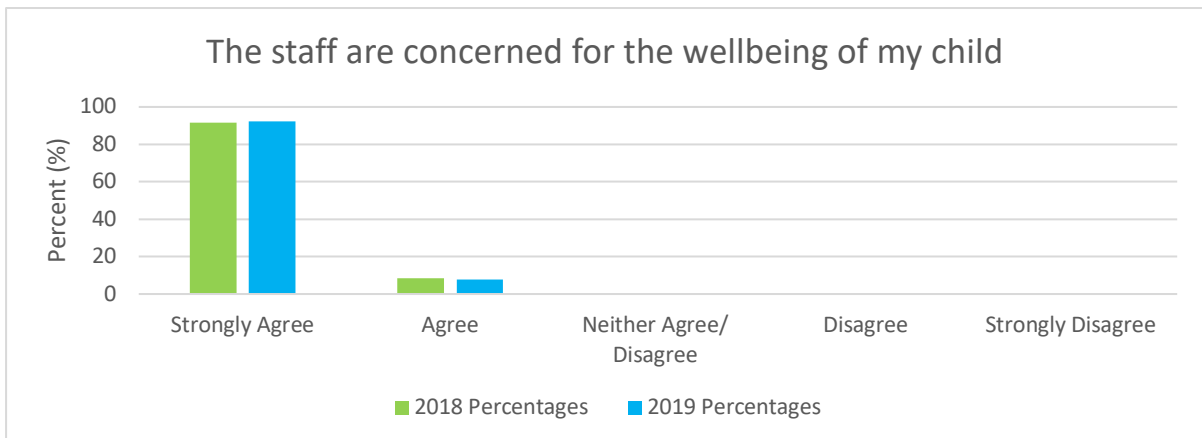
	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2019	95% (35)	5% (2)	-	-	-	4.95
2018	83% (20)	17% (4)	-	-	-	4.83



2 people marked this as non-applicable.

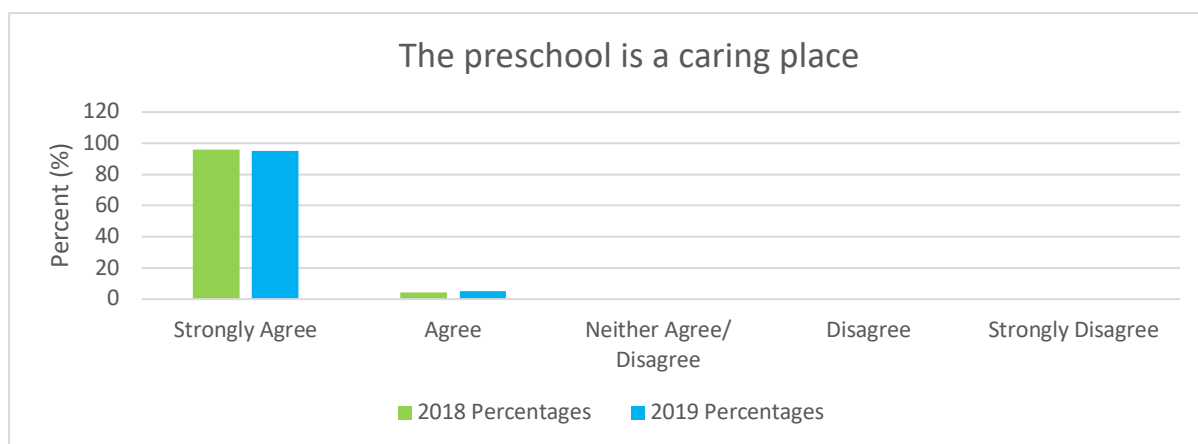
10. The staff are concerned for the wellbeing of my child.

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2019	92% (36)	8% (3)	-	-	-	4.92
2018	92% (22)	8% (2)	-	-	-	4.92



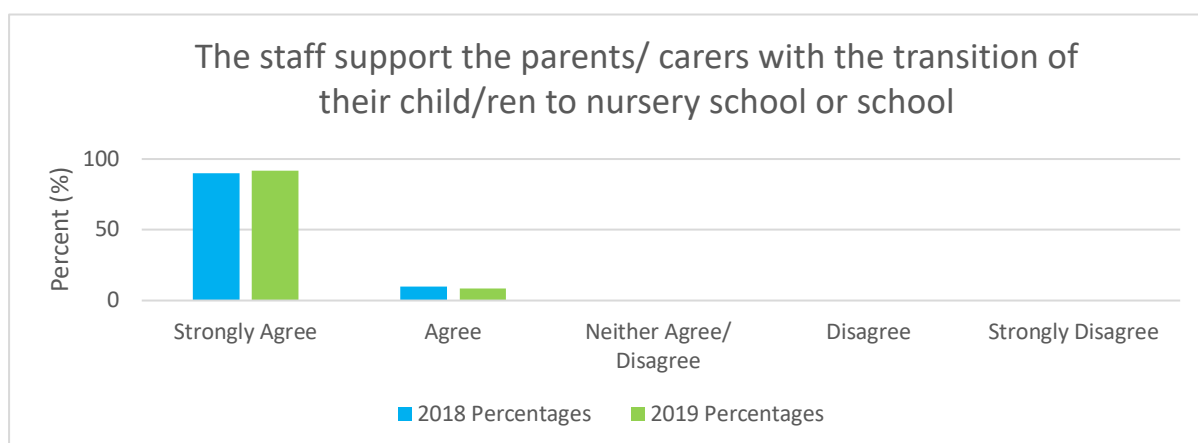
11. The preschool is a caring place.

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2019	95% (37)	5% (2)	-	-	-	4.95
2018	96% (23)	4% (1)	-	-	-	4.96



12. The staff support the parents/ carers with the transition of their child/ren to nursery school or school.

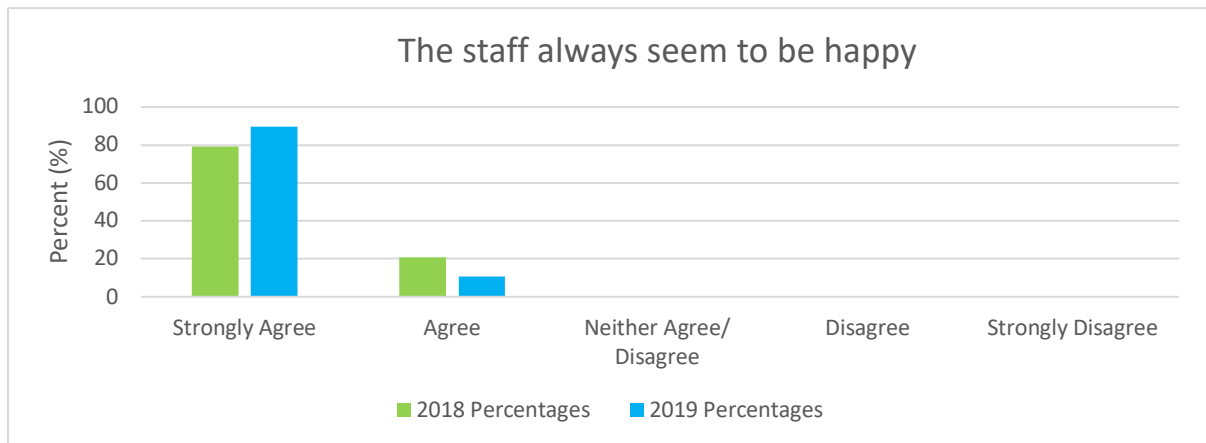
	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2019	92% (33)	8% (3)	-	-	-	4.92
2018	90% (18)	10% (2)	-	-	-	4.90



8 people marked this as non-applicable.

13. The staff always seem to be happy.

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2019	89% (34)	11% (4)	-	-	-	4.89
2018	79% (19)	21% (5)	-	-	-	4.79



1 person marked this as non-applicable.

Comments on Quality of Staffing:

Parents and carers are happy with the professional and friendly staff and how they interact with the children.

“Great team!”

“The team at URC are exceptional – professional, caring, fun, experienced and have the wellbeing of each child at the centre of all they do. The team seemed to have adapted smoothly to the new preschool hours.”

“Staff are very friendly, welcoming and look happy (I can compare with previous nurseries). Very responsive to some behavioural problems my son was having – used appropriate books and discussion in red group.”

“I am very happy with the loving community feel that the staff provide.”

“Great team, staff have been at the school for a long time – there is minimal turnover.”

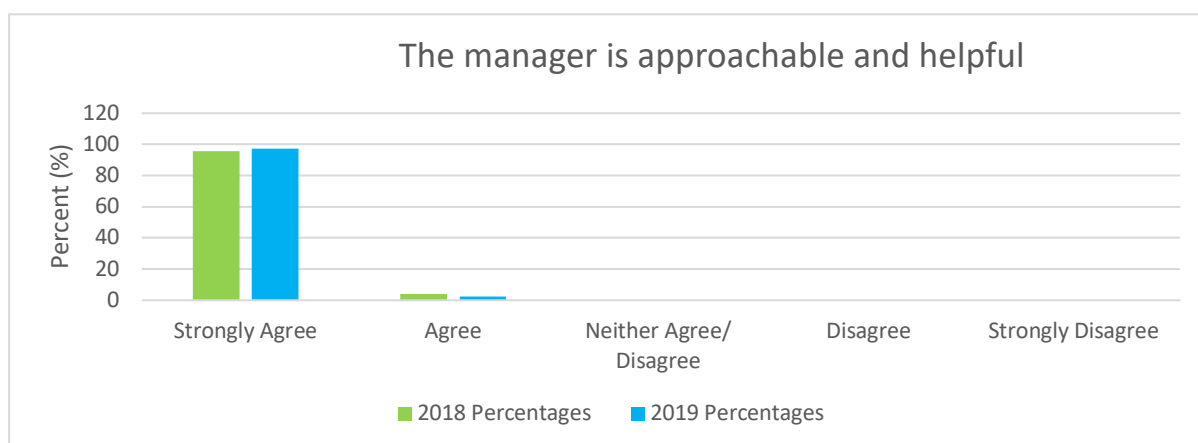
“I really appreciated the support with potty training – the staff’s willingness to help with the challenge made it feel much more manageable.”

“Very pleasant staff. Always smiling and ready to answer any questions asked or direct to the right person for answers.”

Quality of Leadership and Management

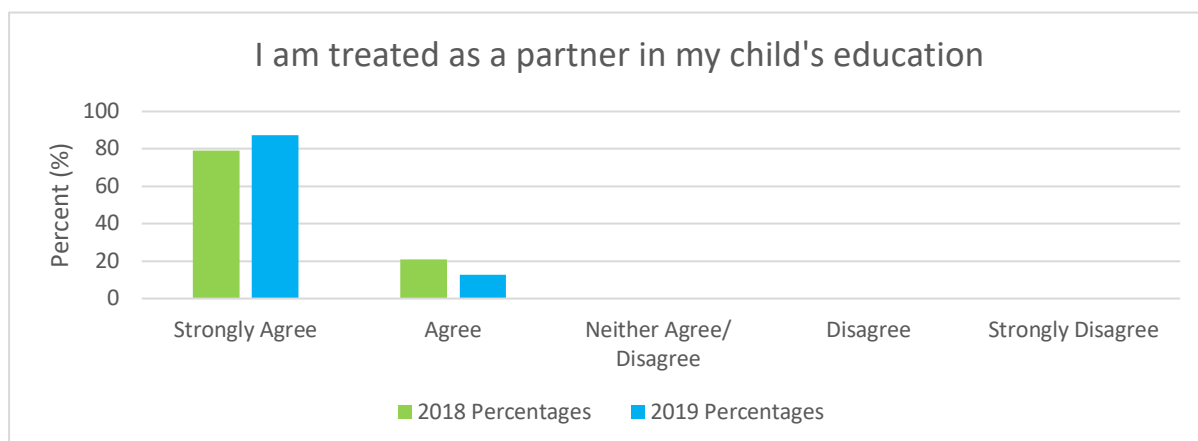
1. The manager is approachable and helpful.

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2019	97% (38)	3% (1)	-	-	-	4.97
2018	96% (23)	4% (1)	-	-	-	4.96



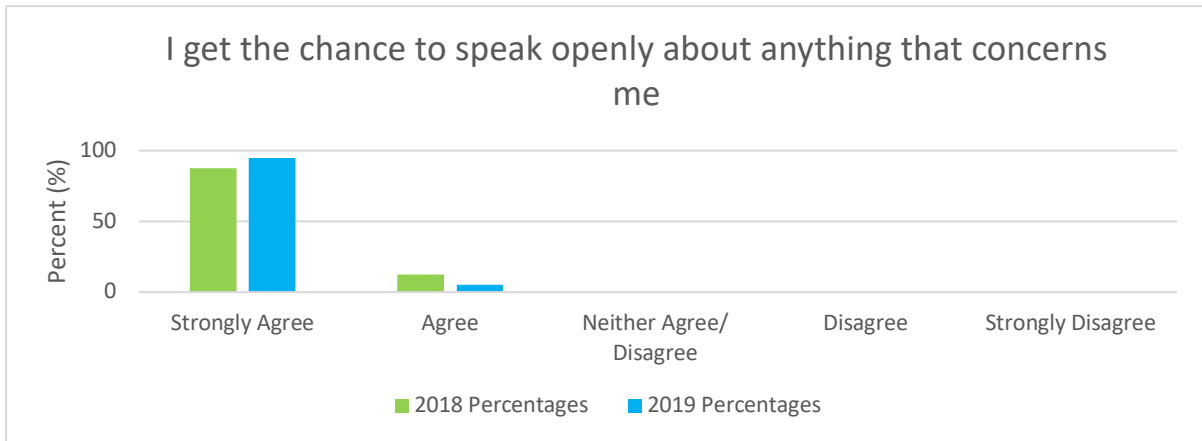
2. I am treated as a partner in my child's education.

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2019	87% (34)	13% (5)	-	-	-	4.87
2018	79% (19)	21% (5)	-	-	-	4.79



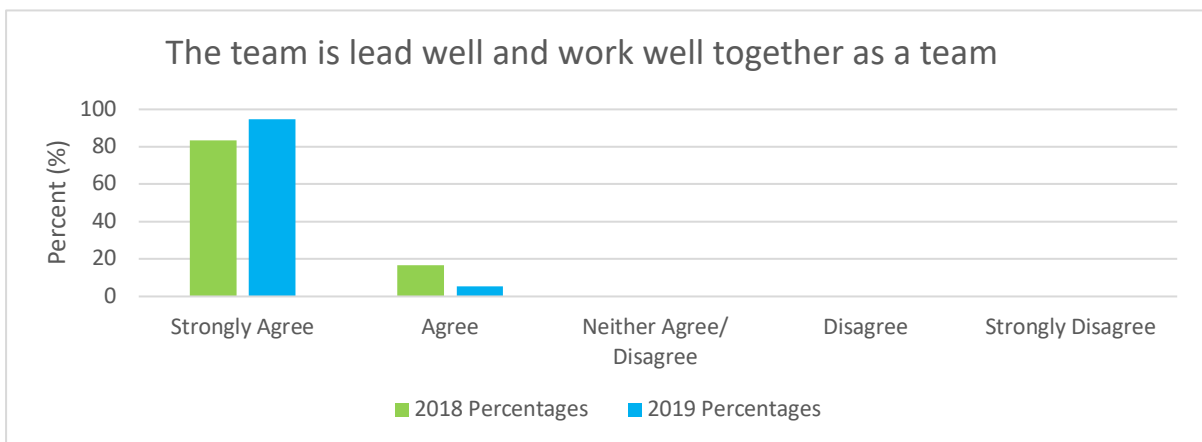
3. I get the chance to speak openly about anything that concerns me.

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2019	95% (37)	5% (2)	-	-	-	4.95
2018	88% (21)	13% (3)	-	-	-	4.88



4. The team is lead well and work well together as a team.

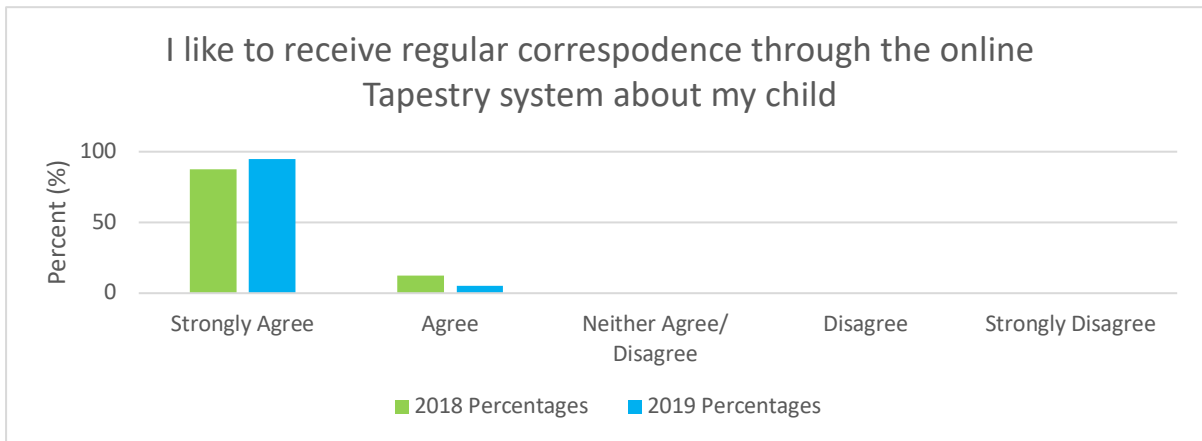
	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2019	95% (36)	5% (2)	-	-	-	4.95
2018	83% (20)	17% (4)	-	-	-	4.83



1 person marked this as non-applicable.

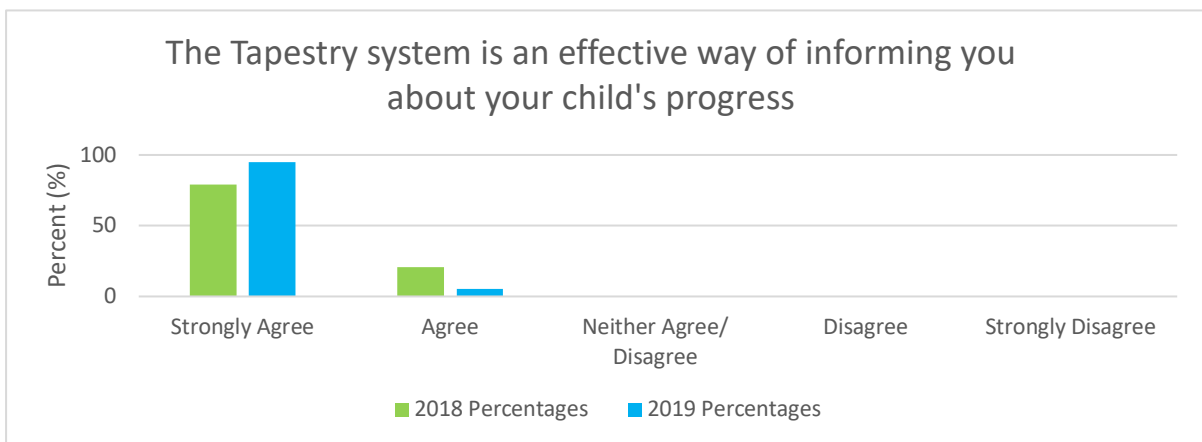
5. I like to receive regular correspondence through the online Tapestry system about my child.

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2019	95% (37)	5% (2)	-	-	-	4.95
2018	88% (21)	13% (3)	-	-	-	4.88



6. The Tapestry system is an effective way of informing you about your child's progress.

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2019	95% (37)	5% (2)	-	-	-	4.95
2018	79% (19)	21% (5)	-	-	-	4.79



Comments on Leadership and Management:

Parents and carers have had positive experiences with the updates given through Tapestry and especially like the pictures included. One parent mentioned it would be helpful to receive more information about the Early Years Foundation Stages (EYFS) to better understand the reports given through Tapestry.

“Being new to the preschool settling it would be good to learn about the early years foundation stage so we can better interpret the Tapestry reports.”

“I greatly appreciate the tapestry updates!”

“Communication between staff and parents is highly effective, open and positive. My child benefits from Tapestry.”

“I really look forward to my Tapestry updates! Tapestry is a great tool that I enjoy being a part of. It is extremely easy to use!”

“Mrs Robinson is always helpful and supportive anytime we have had any issues.”

“Love Tapestry updates!”

“We really appreciate the time and care staff take over giving us feedback. I’m particularly impressed with the use of Tapestry and its lovely to see what she’s been doing.”

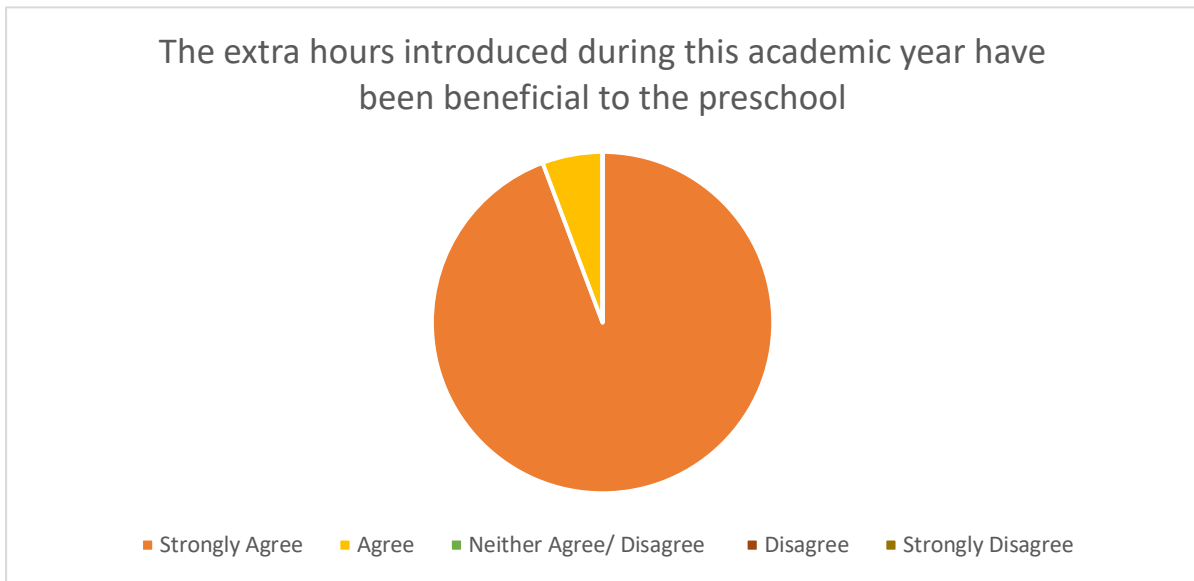
“I enjoy reading about the activities my daughter did whilst in nursery. The pictures make such a difference.”

“I find it hard to hear things that my child has done that are not good but Mrs Burroughs and Mrs Robinson always offer support and say it in a caring way not a bad way – thank you.”

Future Improvements

1. The extra hours introduced during this academic year have been beneficial to the preschool.

	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	Average /5
2019	94% (33)	6% (2)	-	-	-	4.95



4 people marked this as non-applicable.

Comments on future improvements:

Parents and carers had some useful suggestions about future improvements that could be made to the preschool and many said that they were pleased with the overall service provided. Multiple parents mentioned the arrival of our long-awaited artificial grass that is planned to be laid in September. Two parents particularly mentioned that they would like to see an increase in the amount of face to face meetings that they have with their child's key person throughout the year to talk about the progress their child is making in the setting.

"I love red group and feel that my child has had another happy year there. My only concern is that because of the earlier drop off times and its conflict with walking the school run, I rarely see the red group teachers. So no longer hear as frequently the anecdotes they have about her day or can see or speak to them directly about concerns I may have but pan these concerns through another teacher. Would it be possible to occasionally have Mrs Bates or Burroughs at the door on pick up?"

"We have been very pleased with our daughter's teacher in Red Group. It would be lovely to raise funds to brighten up the red group room."

"Here's hoping for some AstroTurf! I would like to take all the staff with me and my child to primary school!"

"Now that URC is offering longer days, I would really appreciate investigating whether the policy on sunscreen application could be reviewed (I know other childcare providers do apply sunscreen) as my little one has a bit of a tan."

"It would have been good to be able to do settling in with my daughter when she first started as she was quite unsettled. And it might have helped. It also would have been good to have an opportunity for face to face feedback about my child's progress (key worker finishes earlier than child)."

"Regular books to bring home in a structured system – either for us to read to them or for them to start reading at the end of the year."

"I would like a 3.30pm pick up time although I am aware that is not possible."

"None at all – we honestly couldn't be happier with it."

"It would be nice to have a cubby area where we can leave items (change of clothes/ wellies) so we don't have to bring them in daily. I understand this is a challenge due to the multiple uses of the URC Hall."

“A parent’s evening (or opportunity to review progress) part way through the term for children in Red Group. This is offered at another setting.”

“Perhaps changing the finish time to 3.15. I’m conscious that I often disturb the children by picking my daughter up to make school pick up. I wonder if it would be easier for people to pick up after the schools have come out.”

“It would be nice to get letters by email as paper letters can often get missed. I wish the kids could do more academic learning like the alphabet, numbers and shapes.”

“It would be fantastic if the children had a petting zoo corner (a hamster or rabbit) that they could look after and possibly even take home for a weekend. Also, if children did some physical activities in the mornings like 10 -15 minutes of exercise. Friday as an extra day for children to be at preschool is also very needed for parents to plan their working week. The strict 9am drop off is difficult, it would be so helpful to be able to. Do an earlier drop off or breakfast club.”

“I think the changes have been fantastic and really benefitted the preschool. I love everything that we have in the garden and can’t wait to see the new AstroTurf.”

General Comments

“URC is a fantastic environment for children, led by wonderful teachers. It is a happy, caring nursery with the children’s welfare being the primary concern and is a brilliant learning environment. My daughter loves URC and is very excited to be going to Red Group. Thank you!”

“My child is always happy and excited to come to preschool; on days she does not attend she is always talking about her friends and members of staff. If on occasion we see any members of staff outside of nursery she is always happy to see them. They have made us all feel extremely welcome and Mrs. Robinson and her team are very loving and caring towards the children.”

“We just love the URC Preschool and I will miss you. All so much when my daughter goes to school.”

“For me URC Preschool is like a family. I feel very comfortable leaving my daughter there. Not only are they a support for the children they are a huge support for the parents too. Can’t praise them enough!”

“My child has settled into URC so easily, which is testament to the excellent work the staff are doing. We are very pleased with the care he receives there.”

“My child has loved his time at URC. It’s a wonderful nurturing environment with kind and caring staff. Thank you for all your care and encouragement for my child in his first educational setting. We have seen him develop and grow emotionally, socially and academically whilst in your care.”

“URC is a wonderfully nurturing environment. My child has grown emotionally and been encouraged to make friends. The level of phonics, literacy understanding, numbers, fine motor skills and drawing has been second to none. I have every confidence that my child is now ready to start school.”

“All of the URC staff have been so supportive in helping my daughter to settle and enjoy her preschool sessions. She has struggled with separation from me, but Mrs Robinson and all the staff have shown great patience and given a lot of divided attention to her. She loves her preschool sessions and will be very sad to move on. I feel very happy. That the team have prepared her well for her next stage.”

“My children love coming to preschool, they love the teachers and I always look forward to hearing about their day. I’m very happy with the quality of care they receive, and I feel that the teachers genuinely care about the children.”

“I am very happy with the staff at URC. I feel like my child thrives in the environment created by the staff – thank you ladies for all your hard work to be there for our children.”

“URC is like a home-away-from-home for our son. We are grateful for the support, care and attention he has received. Our son has made friends, had loads of fun and has been caringly encouraged in this exciting time of his development.”

“The years my child has spent at URC have all been happy and have hugely benefitted his development. Every stage of the preschool and nursery is perfectly designed for the level of learning and need for support of the child. The staff are. Outstanding and know each child exceptionally well. The atmosphere throughout the preschool is caring, fun and disciplined. My child is very ready for school due to the nurturing and teaching he has received at URC.”

“URC has been an excellent preschool that we have been incredibly happy with. If only they took younger children or were open for longer hours, I wouldn’t have to change setting. The staff are the best that we have encountered in any other nursery which allows you to feel confident leaving your child.”

“My son has had a great year at URC Preschool. He has learnt so much and really started to enjoy learning as well as loving all the songs, stories and games. He has made lots of new friends and absolutely loved his teachers! They have worked so closely with him to prepare him for school and he is now really excited to start school – if not a little bit sad to be leaving URC.”

“My child and I have both been very happy so far, other than parking! He loves coming and loves the staff, I just wish we could do three days from next year at some point.”

“Every morning my son asks if he’s going to nursery that day. The excitement when I say “yes” is indescribable! He is happier than I could ever have imagined at URC – the staff are all wonderful and always go the extra mile to help the children and the parents. It is a fabulous place and I would not hesitate to recommend it to anyone.”

“URC Preschool and Nursery is such a loving and supporting environment that I have come to lean on, the staff and parents are extremely friendly and encouraging. We are very thankful to be a part of the URC.”

“URC offers the full package. The staff are friendly and approachable and extremely experienced.”

“Each and every member of the team goes above and beyond the call of duty.”

“The preschool is a wonderful nurturing environment. The staff all take a great interest in her happiness and development. We have been really happy with the experience. I also feel it is great value for money – we get so much more from the URC than we ever did with commercial nurseries.”

“The nursery is a perfect place for your child to be nurtured and grow. His self-confidence has come on so much as well as his language and understanding. The staff all seem friendly and professional and I’m very grateful for all you do for my son.”

“Lovely environment for kids, the staff are friendly and always smiling.”

“We are very happy with the URC; our son enjoys going. He is learning lots of new skills and making new friends. The staff are fully committed to the children and make every effort to accommodate us with our changing schedules. Can’t recommend highly enough.”

“I have been so impressed to URC; it far exceeded any expectation I had of the level of care that a nursery could provide. The staff are so attentive and caring with my son. I have total peace of mind that he is in a safe and nurturing environment at URC. I couldn’t have asked for more, thank you Mrs. Arnott for being there for my son and all the staff for supporting his development.”

“As a family we have not had an easy few years and I can honestly say that I don’t know how I would have managed without the care and support from the staff at URC. I know my son is loved and cared for at all times.”

“I am so grateful with all the help they have given my son and me. They have done so much for him and meet all his needs. My son loves going to preschool and even on the weekends he asks for school.”

“Very nurturing environment who helped my child settle when we were new to the area.”

“URC has been absolutely fantastic for both of my children. The staff are all extremely caring, supportive and knowledgeable. I couldn’t have chosen anywhere better for the perfect start to my child’s early years learning. I really feel that everyone goes way above and beyond what is expected of them to ensure the children grow into happy, confident and secure individuals.”

“All 3 of my children have attended URC and I cannot recommend this preschool more highly. The team work closely with parents/ carers to ensure every child’s needs are catered for. They nurture and care for the children and make learning fun. Thank you for all you do and continue to do.”

“We are absolutely delighted with our experience of the URC preschool. The staff all went out of their way to help our son settle and we are especially grateful to Mrs Valle and Mrs Powell who have taken such good care of my son in Rainbow Room. You have really helped to develop his confidence and independence in a fun and safe environment.”

Management Takeaways

Thank you for your valuable input, based on the information gained from this questionnaire our management team have been able to implement and schedule the following changes in order to improve our service for you:

- First and foremost, the artificial grass in the garden is now fitted and provides a safer environment for the children to enjoy their time in our garden area.
- The curriculum that we follow at the URC Preschool and Nursery has been uploaded to our website, this should give parents a better understanding of how to interpret the observations their child's key person uploads to Tapestry.
- The need to brighten up the Red group classroom area has been noted, wooden flooring has been fitted in both the snack and craft area and we have plans to paint the room by the end of the academic year.
- We are continuously trying to limit our use of paper at the URC Preschool and after feedback that some of the letters are being missed, we will focus on trying to deliver more of these electronically over this academic year. As well as this, we will be uploading the newsletters to our website as soon as they have been distributed.
- Unfortunately, we are limited to the hours and timings that we can offer for drop off and pick up however we are constantly looking into solutions for this and will consider changing them if the opportunity arises in the future.

Once again thank you for your participation and your dedication to making the URC Preschool and Nursery an outstanding place for the children to develop and learn.