

Parent Feedback 2019/2020

Our annual questionnaire has been delayed this year, so we have compiled some parent feedback from the COVID-19 questionnaire responses and from parents' emails.

Feedback from parents in response to the COVID-19 questionnaire we sent out in May 2020:

- Thank you so much for all your concern and all crossed we can get rid of this virus.
- Thank you for all your care & support
- Just that it must be such a hard thing to get your head round and will support you as much as we can re changes that have to be made re nursery.
- Thank you again for everything.
- Well done for keeping the nursery going for those children whom really need it.
- Thankyou to all your staff (in and out of work). Let's hope this is all over soon,
- You've been great keeping us updated, and hopefully the kids can come back soon as they are really missing being there!
- Thank you for all your support in this time.
- Just to say thank you for keeping the regular updates and posts on Facebook
- I also wanted to thank you for your ongoing communication and your efforts through the last few months. I do not envy the position any school or nursery is in to be able to implement all that is being asked of you and wanted you to know that I wholly trust your judgement and thank you for all that you are doing to remain a support for so many of us.
- Thank you very much for all your support and hard work keeping nursery open for those few who need it. It is much appreciated and we couldn't do it without you. x
- *** cannot wait to get back to Nursery to see his Friends & all the lovely Staff.
- Good to hear from you. We miss you all! You're doing a great job!!
- I would like to thank you at Hythe Bay Nursery for your supportive communication during the lock-down. It has been lovely to see staff members on social media and to listen to stories they have read - this has allowed me to keep talking about nursery to *** and hopefully make the transition back into nursery easy for her. Thank you.
- I'd just liked to say well done to you all for dealing with this all very well.
- Thank you for your support and caring for *** during the partial closure.
- Hope you are well. Thank you for all the communication throughout these bizarre times.
- they are missing their teachers and friends and routine :)
- Take good care Vicki. Such hard times. Thank you for all your hard work, especially for those that have been reliant on your services.
- YOUR ALL DOING SUCH AN AMAZING JOB AND ITS HUGELY APPRECIATED BY ALL, BIG WELL DONE <3 REALLY HOPE EVERYONES KEEPING WELL

Parent Feedback 2019/2020

Parent feedback we received via email in June 2020:

- I just wanted to say THANK YOU so much to you all... Massive shout out to you all, who always go above and beyond and do an amazing job to look after our children and let us go to work knowing that they are in the best hands, with a very professional and caring team, having fun and learning while they are playing. My special mention to Danielle and Chloe, who are both fabulous, thank you for the support and for being so wonderful to *** and ***! They both miss you all and their friends lots and can't wait to be back. Thanks again!!
- Nothing is more fulfilling than leaving the people you most love in great hands! And seeing that they also enjoy being at Nursery and with their teachers too. It makes so easy to leave them! ...Thanks again for everything!
- You are all doing an amazing job! Thanks Vicky and I honestly do appreciate it must be a nightmare having to organise everything and of course the safety of staff and children should always be the priority. This information is really helpful.

Parent feedback we received via email in July 2020:

- I just wanted to say thanks again for having *** and *** back at nursery. They really enjoyed their first week. I also want to say a big thanks for the staff who lead their bubble as they have done a great job settling them both and I am amazed he is sleeping so well! It is great to see the plan to reopen as normal in September as she has definitely noticed the difference and keeps talking about going back to pre-school! Thanks again as I appreciate it has been a challenging few months.
- Thank you for your lovely update it seems you guys are gasping a fab job to keep everyone going.
- Thank you so much for a lovely day yesterday [nursery graduation] it was very kind of all of you.
- He really enjoyed yesterday [nursery graduation] and is so excited for his first day back tomorrow
- Many thanks Vicki to yourself and all your staff over the last few months. *** is excited to see you all on Friday
- Thanks you so much for all you have done for *** over the last few years, especially more recently when it has all been very strange for everyone. He has made some good friends among his age group and with the staff.
- We just wanted to say a big thank you for all of your efforts over this difficult period, which we know must have been very hard for all affected. The commitment to the children is outstanding and I know *** really enjoys her time at nursery and looks forward to interacting with all of her little friends and carers. We look forward to things returning to some kind of normality and we just wanted to say a few words of appreciation – we would undoubtedly struggle without you all!