



When asked about our **opening hours**, parents were asked to score us out of 4 (excellent) and 83 % gave us a 4, with the remaining 17% giving us a 3. When asked about value for money 63% told us we give **excellent** value for money, with a further 35% telling we gave 'good' value for money.

68% of our parents say its important for them to be able to book **late sessions**, and 78% say its important to be able to book extra **Fridays**. However; 32% of parents don't feel that its 'easy' to organise these extra sessions. The biggest issue is that the availability of places on Friday for ad-hoc bookings, parents ask that we have more staff on 'stand-by' to facilitate extra children, if booked.

92% of parents have said that the **facilities** at Yavne 2 are 'The Best' or 'Very good'. The main complaints out the facilities relate to lack of parking for pickup/drop off, the buggy parking arrangements, slamming gates, waiting for someone to open the front door and the guest toilet not always being clean and ready to use.

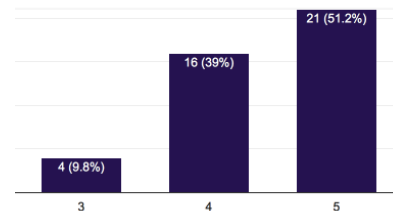
Whilst most parents are happy, or at least satisfied with the arrangements for **picking up, dropping off** and coming in and out of the building; 15% of the parents are not. Their main feedback themes are as follows; crowded, dogs should not be tied up outside, it can take a long time for the door to be answered, the person who 'sits' on the door could do more to help parents in/out of the building.

In relation to the **manager**; 71% described her as **outstanding**, with a further 17.5% stating she was very good. Parents feedback, that they would like more 'access' to Emma, seeing her in the rooms more, being able to meet her and call her more often.

When asked to rate our **overall staff** team using the following scale:



The parents replied:



Almost all the feedback about staff was extremely positive, suggestions for improvements and less positive comments that we could learn from include: *Don't get to know all the staff, skills vary a lot between staff members, Language of staff members is too fluid in my view; I would much rather have each staff member sticking to a single language, instead of reverting back and forth between Hebrew and English.*

When asked about the **staffing plan, key worker systems**, and any changes made during the year; most (80.5%) parents selected "Perfect - couldn't have been better!" or "Very Good", however 4% felt its was "awful and disruptive" and 14% felt it was unsatisfactory. Feedback comments related to what some parents perceived as 'high staff turnover' and poor communication about staff changes, and not always 'knowing' the staff in the room with their child. **Interaction with office staff**, was felt by parents to be good (40%) or excellent (55%), only two respondents rated 'requires improvement'.

When asked "How satisfied were you with **parent-communication**? (Parent meetings, end of day feedback, information on the whiteboard of the classroom, and newsletters)" – parents were either satisfied or very satisfied (92 %) with our communication. However, there was significant feedback on how we could improve further. The main theme was how regular staff feedback to parents on a day to day basis and parents overwhelming asked for 'more feedback' about what their child did during the day, beyond sleeping and eating information. "I feel like i dont know enough about what they do during the

day". Parents really don't like it when staff suggest that they are not fully informed about their child "mostly we get the answer of "I wasn't with your kid during the day so I don't know". Parents like the white boards, and enjoy meeting staff during parent consultations.

When asked about **food and snacks** at Rainbow; only 1 parent was dissatisfied, all other respondents identified that our food arrangements were 'Amazing' (44%) and the rest identified our arrangements as 'Good'. However, there were many comments about the food; some parents felt there should be no snacks at the end of the day, some felt there should be more! Parents generally wanted more information about exactly what food was served, and what their individual child ate. Two parents commented on the challah served on a Thursday as being negative. Some parents expressed concern that they may not be enough protein in the meals, but also said they were not always completely sure what lunch consisted of. 84% said that special requests or dietary requirements were **always** met and 13% said that they were usually met.

Parents were asked about how well they felt their **child's individual needs** were met. Most parents (71%) felt we met individual needs 'perfectly', with almost all the others (22%) saying we met individual needs 'well'. However, 1 person felt that their child's individual needs were not met at all, and 2 parents felt that their child's needs were only 'sometimes' met. In the additional comments section of the survey, parents frequently commented that their child's needs and developmental potential had been met, 3 parents had concern about the size of the gan or group sizes, and felt this *may* negatively impact on their child.

In relation to **classrooms and learning environments** the parents were very positive in their feedback "I love the setting and the cleanliness of the classrooms. All seems very well planned and inviting to children." Two parents comment negatively on the size of the classrooms, and one parent mentioned a bad smell in the yard (which was present for two weeks when the neighbours had a sewage problem). 74% of parents rated the classrooms and learning environments as excellent, and all others (apart from 1) rated this aspect as 'good'.

88% of parents felt that our **range of toys, resources, equipment** for learning and development was excellent, and further 10% felt they were 'good'. One parent felt that this aspect needed some improvement, suggesting that equipment could change more frequently during the year.

Our **weekly and daily plans** have been rated as 'excellent' by 93% of parents. However, some parents commented that they would like more detailed communication of the plans and activities. There were also many positive comments about what the children are learning. 86% of parents have rated their child's development over the last year as 'Exceptional progress and development', and all other respondents said their child's development was 'good'.

Generally the parents are satisfied with how **Friday club** is run (62 % feel it is excellent, and 31 % feel it is good). Two parents rated Friday club as poor, and one parent rated it as needing improvements. This appears to be in relation to how well the care needs of the youngest children are met when they are in mixed age groups

Parents also gave feedback about **Kabbalat Shabbat**, some love it, some hate it! Some come because they feel they 'should' other come because they want to. There was no real consensus, and many opinions about the format it should take. But, 43 % (the largest majority) that it should take place once a month with parents.

Most parents would recommend Rainbow (96%) to other families and their reasons reflected that they hold Rainbow and the work we do in high regard, which benefits their children's development.