

A parent - said it is about confidence in staff and they are needing support the staff need to know it is not staff at fault - Staff have come in tears from the response of parents on pick up

Parents – have no one to talk to we need someone to go to. **ACTION** – go to in the first instance then

Parent – Increasing fees should this been done considering that you are failing our children – bad timing are staff getting 6% increase – inflation currently 9%

Parents felt this was inappropriate at this time when the nursery was not delivering what it promised. stated that it was planned and stands

Trips – ratio changes – staffing challenges, Forest School stopped due to staffing challenges and this should have been communicated to you. We are currently advertising for a Forest School Leader to reinstate this.

SEN children

We have a duty of care to every child and every member of staff. Currently I believe we are failir stakeholders LA have a duty of care too – can if they so choose to provide funding for children extra support as they are doing this at our other nurseries.

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Staff are under pressure when one child needs 1-2-1 care but they are in normal ratio. Specific skills to support SEN children. Children can sometimes be hurt or scared

We are in discussions with the council to fully support these needs and have made the painful decision to remove these from our care. explained our duty of care to all children in our care and staff too, staff morale staff wellbeing

Staff do not have the specialised skills to look after SEN children, I have made objective decision and not emotional one, Not 100% say is safe at nursery, Council are not being supportive of said meeting on with LA to be told about funding being awarded

Parent – this action seems like you are saying this is not my problem this is your problem Cut the waiting list

Parent - Getting rid of to improve staff morale and wellbeing?

Parent - Obligations you have taken on 1140 funded hours and in the contract of the council.

explained our duty of care to all children in our care and staff too, staff morale staff wellbeing

Staff morale

Parent - asked why we are leaving two nurseries working and why we haven't had staff moving around to support West Road – now supporting

Parent - NHS being moved to be supported- We as parents are paying for service when basic needs not being met

Parent – If staff are on bored it doesn't seem to be as you are having to go and check and check

-Tick sheet and following my expectations – been very supportive – new company spending money

explained staff seniors and new deployment and New deputy and management structure explained we all now were we are going - member of month, positivity board, support, praise and recognition

Parents – met old member of staff saying the atmosphere was horrible and that parent was seen speaking to that member and was approached by two separate members of staff asking what she said, Staff have left and they know