

les tous

QUALITY OF CARE REPORT 2022/23

We asked a selection of parents/guardians, at random, to fill out an anonymous online feedback form. We received 8 responses which have been compiled to make this report.

We received no additional comments via email as invited.

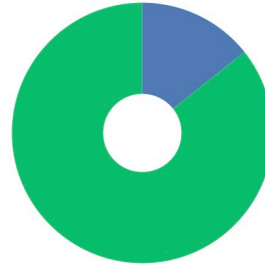
1. I am happy with the quality of care my child receives at Les Tous.



Skipped: 0 Answered: 8

Strongly Agree	100%	8
Agree	0%	0
Neutral	0%	0
Disagree	0%	0
Strongly Disagree	0%	0

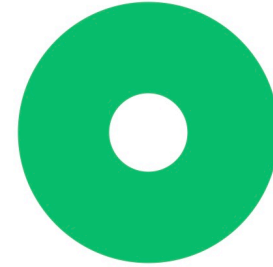
2. I am happy with the development opportunities my child has access to at Les Tous.



Skipped: 1 Answered: 7

Strongly Agree	86%	6
Agree	14%	1
Neutral	0%	0
Disagree	0%	0
Strongly Disagree	0%	0

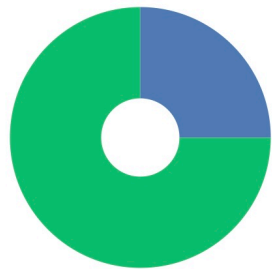
3. I am happy with the quality of the facilities at Les Tous.



Skipped: 0 Answered: 8

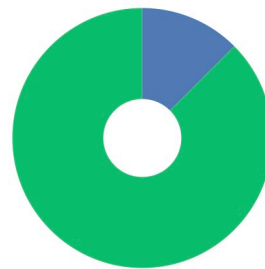
Strongly Agree	100%	8
Agree	0%	0
Neutral	0%	0
Disagree	0%	0
Strongly Disagree	0%	0

4. The staff at Les Tous are friendly and easy to communicate with.



Skipped: 0 Answered: 8

5. My child is happy when they attend sessions at Les Tous.



Skipped: 0 Answered: 8

Strongly Agree	75%	6
Agree	25%	2
Neutral	0%	0
Disagree	0%	0
Strongly Disagree	0%	0

Strongly Agree	88%	7
Agree	12%	1
Neutral	0%	0
Disagree	0%	0
Strongly Disagree	0%	0

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PARENT FEEDBACK SUMMARY

From the feedback we have been given we feel that our quality of care is of a very high standard.

All parents who answered the survey were pleased with the quality of care provided, the facilities where care is provided, the staff and the happiness of their children.

Most parents strongly agreed that we offer excellent development opportunities at our setting, with one only one parent selecting "agree" as opposed to "strongly agree".

When answering the question about ease of communication with staff, most parents selected "strongly agree" that we are friendly and easy to speak with. Two parents selected "agree".

We aim to start September 2023 with a renewed enthusiasm for providing exciting and engaging opportunities for children to play, learn and socialise during the time spent at Les Tous. We will focus on planning activities that the entire group can engage in while taking into consideration aspects that will cater for individual needs.

Overall we feel that we provide an excellent service for the children. We operate a relaxed, free play environment which promotes self expression and independent activity. We are pleased to know that our parents are happy with the service we provide.

Les Tous Grands undertakes Quality of Care surveys annually at the end of each Summer term.

We endeavour to make parents aware that if they have any concerns or queries that arise at any time throughout the year they are able to bring these to our attention via our complaints process at any time.

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CHILDRENS FEEDBACK

Due to unexpected circumstances we were unable to undertake official feedback sessions with children this year. However, we engaged the children in conversational consultation, during which they expressed an interest in some different toys and games to play with.

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CHILDRENS FEEDBACK SUMMARY

As a result of these conversations we purchased some additional dolls, prams and baby paraphernalia (mostly requested by the girls aged 6-8) and a multi use table for table football, table tennis and air hockey (mostly requested by boys aged 6-9).

These additions have created a more enjoyable session with a wider variety of activities for the children who attend.

THANK YOU CARDS/TESTIMONIALS

Here is a selection of cards/messages from parents throughout the year.

Dear Gabby, Kelly, Ollie and the rest of the team!

Thank you so much for the wonderful care you've given Maribeli over the last 18 months, I know she'll still be with you in after school club, but it feels like an end of an era nonetheless. We're thrilled and so grateful to have found you guys - she has coming to you and has thrived under your care. So DIOLCH!!!

Maribeli
Alec and Nora x

Diolch Enffwr!

Thank You to all of you for looking after Reuben every Wednesday and Tuesday. He loves club and has made friends in all of you. It's lovely to know he's with such lovely people when we're stuck in work!

Thank you again, hope you all have a lovely summer.

Oddi arth Reuben a'i theulu.

To Lestous.

Thank you for a fantastic year and lots of fun 😊

Love
Zee♥♥♥♥

To All the lovely staff at Les Taus

I am so sad Siema is going full time and will not spend her afternoons at playgroup. Thank you for looking after her in a kind and nurturing way you have given her so many experiences and memories we will not forget. We have loved listening to Siema's story of playgroup each day we are all going to miss you all so much. Thank you for everything we are so grateful.

(Siema will be glad to see everyone at holiday clubs)

Love from
Leah Jordan Siema
+ x

All at Les Taus

YOU'RE A STAR!

Thank you so much for looking after Isabelle this year!

We really appreciate all you have done.

From,
Hayley + Ryan

To everyone at Les Taus

we love you all so much, thank you for looking after Luna for all these years - you are all so kind.

Lots of love
Luna, Toby & Alyx
♥ (07585 262321) ♥

Dear Lestous, today is my last day being here ever. So I just wanted to say thank you to all of you for being so kind, helpful and caring out the years, all from me. Love Lestous.

through that's good

-Jack

To Gabbi, Ollie, Kelly, Kelvin, Sandra, James, Jan/Badger and everyone else at after school club,

Thank you very Much!

lots of love from
Cathryn

P.s...
I will be back!

To Kelly & all the staff at Lestous.

Dear all at Les Taus who helped look after me.

To the most incredible After school Club around I honestly feel that there is NO other club like you guys, you are so caring, generous and wonderful. Thank you for providing

Thank you So much for everything these last years! I will never forget you!!

Ollie, Joan + Gabby.

Thank you for looking
after Rhydian &
making him so happy
- he loved breakfast
club!
Love
To Rhydian x

Thank you for looking after me for all these years,
from age 5 to 11.
I have enjoyed every minute of my time at holiday
club and after school club, from making slime, riding
the bikes, colouring, art, going in the pool in the
summer.
Thank you so much for my leaving gifts, I love them. A
keyring for my first house key!

Lots of love from
Lily-Beth xxx

What a fantastic space for
mya and the girls, knowing
how happy they are with
you whilst I am at work
is such a relief! They so
regularly tell me I have to
pick them up late!
Have a wonderful, deserved summer.
Kellie

To Oli + Gabbi
Thanks ever so
much for your kindness
in looking after Griff
at Club + Latoose!
We will keep in touch.
Love,
Dave, Jo + Griff
xxx