

You said...	Why this may happen...	What we will do now...
<i>Journals give a good insight into what learning is going on. Layout is clear and parents like the observations, comments and especially the quotes on pictures. We would like to know more about what the children do in nursery as they often tell us they do nothing</i>	Children may need prompts to chat about their day in nursery. Sometimes, after a busy day, they aren't ready to talk about it at the time but they come back to it later, often through general chat, not in response to a question. Perhaps looking at photos on Twitter or the Blog together with your child can prompt the conversation.	We will re-introduce our Stickers <b>ask me about....</b> We will ensure <b>Blog</b> is up to date with a range of experiences to allow families to look back on the experiences on offer.
<i>There are lots of Twitter photos from the Willow room but fewer from the Meadow room</i>	We try to share the experiences on offer across the centre but there are times when we don't quite get the balance right- thank you for pointing this out.	We will ensure there is a <b>balance of tweets</b> from both rooms to address this.
<i>Why do you cover up the faces of children on Twitter/ the blog? Would be nice to see children's faces. It deflects from the photo.</i>	We follow East Renfrewshire Council's policy on use of photos on social media and the website which states we should avoid publication of photographs which ease image manipulation and avoid close-up photographs of individual children.	We will continue to follow this policy but will look at ways to <b>avoid the need for covering up faces</b> with stickers when possible such as by taking photos from different angles to avoid full faces.
<i>It would be nice to see some of the children's art work with initials</i>	Again, as part of East Renfrewshire's policy, children should not identified by their full name, however first names and initials would be permitted if not easily identifying a child alongside their photograph.	We will take on board this idea and <b>tweet photos of children's artwork</b> .
<i>We like adding photos to the journal but we are unsure about what else to put in the journal when it is sent home</i>	Each child's journal is individual and is a document of their learning throughout their time in Glenwood. This includes their experiences, learning and achievements from home and we encourage families to add to the journal with photos and comments. We have achievements postcards which can be added. In the past, we have been able to share suggestions for what to put into the journals at drop off and pick up times, however current restrictions have affected this, meaning we haven't been able to do this so well.	We will develop a <b>suggestion sheet</b> with ideas of the type of additions you may want to make to record your child's experiences, learning and achievements from home. Promote further the use of <b>achievement postcards</b> at collection time and through the newsletter.
<i>The journals are a good reflection of the child's learning in literacy, numeracy and HWB and they are a good keepsake of their achievements. It would be good to have a little more information such as suggestions of what parents can do to help at home.</i>	The journals are just one part in our reporting process for sharing each child's progress with parents. We also have parent consultations twice a year where we report specifically on literacy, numeracy and HWB and discuss next steps for learning with the parent to add to the journal. We try to share ways you can support your child at home in lots of ways, including with Family Fun Bags, Google Classroom, on our blog and through informal discussions by telephone. As we can't currently meet face to face, some of the events we have had in the past, such as	We will continue to look at alternative ways to communicate with families and share information to support learning at home. We have recently started using Google Meet to chat with groups of parents so we are considering how we can use this for <b>parent workshops and curricular events</b> .

	Curriculum evening and parent workshops cannot take place so we are looking at alternative ways to do this.	We urge any parent with a specific area of concern about supporting your child at home, to contact us to arrange to discuss this with your child's keyworker or Mrs Husbands, the teacher.
<i>We know about Google Classrooms but notice it isn't very well used by families.</i>	We introduced Google Classroom during lockdown and decided to continue using it this session. We are aware that it isn't very well used at the moment however we are keen to encourage this as it provides another more personal opportunity to share learning between home and nursery.	We are currently monitoring the use of <b>Google Classroom</b> and looking at ways to increase this. Suggestions include having one classroom per room, rather than for each group, involving the children more and posting links about what we are doing in nursery. We plan to use it to share our Nativity so this may increase uptake.
<i>It would be great to have more opportunities for Coffee and Chat- especially for new parents prior to their child starting.</i>	We can't have home visits or induction sessions due to Covid restrictions so this year we have made induction phone calls prior to children starting and follow this up with a settling in phone call after a few weeks. We are always looking for ways to improve this process	We will set up a <b>Google meet for new families</b> as part of the induction process to allow for general dialogue in addition to the phone calls we make. We are looking at ways to have virtual <b>Bookbug</b> sessions for children who are due to begin in the coming months to further support their transition.
<p><i>Communication has been great throughout Covid.</i></p> <p><i>What does Tier 4 mean to the Glenwood?</i></p> <p><i>Can children's hands be cleaned with wipes first before gel if they are leaving from outdoors?</i></p> <p><i>Parents in the Meadow room often have to wait much longer than the Willow room to collect children.</i></p>	<p>We have put in a number of safeguards since reopening and continue to review these in line with government guidance. We keep parents informed of what we are doing through our newsletter and emails and we have a dedicated page on our website.</p> <p>Hand hygiene is vitally important to us but we are aware that outdoor play can be muddy and messy.</p> <p>We have two entrances/exits and the layout of the building means that the staff in the Willow room are able to see parents easier at the end of the session and so can begin getting children ready a bit quicker. The one way system at this entrance also helps with the flow of parents. The Meadow room parents have to wait until they have buzzed in before we can see you have arrived so this slows the process. Parents also have to wait til one family leaves before approaching the door, again slowing the process.</p>	<p>Link to website for further information- <a href="https://blogs.glowscotland.org.uk/er/Glenwood/november-2020-covid-operating-in-tier-4/">https://blogs.glowscotland.org.uk/er/Glenwood/november-2020-covid-operating-in-tier-4/</a></p> <p>Children/ staff wash hands frequently throughout the session with soap and water and we use gel when washing isn't practical. We use gel outdoors however we are aware that sometimes hands are too dirty for gel so will ensure hands are wiped first.</p> <p>We thank you for your patience and understanding of this difficult situation.</p>