

## Caldecote Day Nursery - Parent Questionnaire Feedback 2018



Thank you to everyone who returned their questionnaire. The feedback we receive helps us to improve the service we deliver and more importantly, develop our teaching and learning to meet the needs of all children as individuals.

Please find below the results of the questionnaire as well as feedback about some of your comments and suggestions. We have already made a start implementing some of your ideas and are always happy to listen to the thoughts and concerns of parents.

	<b>1 Strongly Agree</b>	<b>2 Agree</b>	<b>3 Disagree</b>	<b>4 Strongly Disagree</b>	<b>5 Not Applicable</b>	<b>Caldecote Day Nursery Feedback</b>
My child is happy at nursery	74%	23%	3%	-	-	
My child enjoys the activities at nursery	81%	19%	-	-	-	
My child talks positively about their day	55%	32%	-	-	13%	<b>The 13% 'n/a' are babies or toddlers that are not able to speak yet!</b>
My child is supported to fully meet their potential	59%	32%	-	3%	3%	
My child's interests are included in their learning	58%	42%	-	-	-	
My child is encouraged to be healthy	68%	29%	-	-	3%	
My child is treated well by staff at nursery	77%	23%	-	-	-	
The nursery is kept bright, clean and in good order	65%	35%	-	-	-	
The nursery is a safe place to attend	81%	19%	-	-	-	
The nursery has the safeguarding of children at the top of their agenda	77%	23%	-	-	-	<b>We are really pleased that parents recognise this is at the heart of what we do.</b>
The newsletter / website / parent boards help keep me up to date with activities and events at nursery	65%	35%	-	-	-	
I receive regular, verbal updates about the progress of my child from staff	58%	36%	6%	-	-	
Parents Evening / Key worker drop in sessions keep me well informed	39%	32%	3%	-	26%	
I find the 'ParentZone' app useful to keep updated with my child's learning	50%	30%	10%	-	10%	<b>Some families are unable to log on due to forgetting passwords – just ask and we will resend.</b>
I am treated as a partner in my child's education	59%	32%	6%	-	3%	
I feel happy approaching staff for help and support	74%	26%	-	-	-	<b>We are pleased that parents feel they can approach staff.</b>
Staff listen to my concerns and deal with them appropriately	65%	29%	-	-	6%	
The team are happy and work well together	74%	26%	-	-	-	
Nursery is well-led and well-managed	71%	19%	-	-	-	<b>We are always striving to improve and welcome feedback on how we can do this.</b>

### **Things we do well:**

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>• Teaching independent skills</li> <li>• Teaching to engage with other children</li> <li>• Good range of activities</li> <li>• Friendly staff</li> <li>• Good parent / staff communication</li> <li>• Keeping the children safe</li> <li>• Encourages my child to try new foods</li> <li>• Keeping parents updated on progress</li> <li>• Personal approach to children's interests and involvement</li> <li>• Understanding the needs of the family and working as a team with parents.</li> <li>• My child loves new foods</li> </ul> | <ul style="list-style-type: none"> <li>• Lots of outdoor play</li> <li>• Making children feel welcome</li> <li>• Good structure for learning</li> <li>• Staff always happy, friendly and helpful</li> <li>• ParentZone app is great for communication</li> <li>• Lots of celebrations and events</li> <li>• Caring staff</li> <li>• Great education – phonics, Spanish and French</li> <li>• Staff listen to my child and make them feel at ease</li> <li>• Always greeted happily at the door</li> <li>• Any issues have been resolved quickly</li> <li>• Giving good verbal updates each day</li> </ul> |
|--|---|

## Things we could do better:

- **“Remove mould from the building.”**  
We have had some issues this year with damp and condensation causing mould in certain parts of the building but as the main part of the nursery was built in 1912, we hope that we are maintaining it quite well. We lease the building from the council who inspect the condition of the building regularly and we try to do maintenance when we can. The issue in Baby Room was addressed during the week we were closed at Christmas which is the only time of the year we are closed for an extended period of time. As we move into the new part of the building, we plan to renovate and refurbish the existing part when it is not in so much use.
- **“Ideas to improve learning from the baseline assessment.”**  
Staff are always happy to chat about next steps in learning and there may be information in observations that will also help with this. On our website in the section **Parents > Useful Information** there is a link to a document called 'What to Expect, When?' which gives lots of advice on what your child may be able to do at various ages and how to support them. Look out for information on newsletters as well.
- **“Spending more time outside of the nursery, e.g. the park.”**  
We try and visit the park when we can and for younger children often have to work around sleep patterns and bottle routines. We hope that now the weather has improved, children are having plenty of opportunities for outdoor learning.
- **“I would happily pay from 7.30am to 6.30pm if the nursery was open longer to accommodate my working hours.”**  
As we are in a residential area the council are not willing to extend our opening times any earlier, later or at the weekends.
- **“Could do more baking or cooking.”**  
We offer a food related activity each month which is linked to our learning theme. Sometimes this involves cooking or baking, it may involve chopping, like making a fruity kebab or sometimes it is tasting food from other cultures. We plan to extend these experiences once our kitchen facilities have been upgraded and this is also linked to our 'Food for Life' award which we are working towards.
- **“Offer an alternative if ParentZone isn't suitable.”**  
We introduced ParentZone to make accessing information about your child easier and to reduce the paperwork for staff, meaning that they could spend more time engaging with children. Baby Room continue to use a communication book for any important messages but for the rest of the nursery, verbal communication is how we tend to operate. If you would like to know if your child has slept or what they have eaten in the day, staff are more than happy to pass on this information when you collect. If forgetting to look that the app is an issue, there will be settings within your device that will allow notifications, so you will be updated when anything is posted.
- **“We would like more information about what she has actually eaten so we can see what she likes and dislikes.”**  
Several parents mentioned this in the responses and this is something we will look to improve from September. We just need to find the balance between making it informative for parents and so it is not hugely time consuming for staff.
- **“A t-shirt for Pre-School children would help them get used to uniform.”**  
We don't want to make uniform compulsory here as we feel that children spend enough time in uniform when they start school. We also like to see children expressing themselves when wearing their own choice of clothes – whether that is shorts, wellies and a sunhat or coming dressed as a superhero! We will however, look at offering some t-shirts with the nursery logo on as an option for parents to purchase in the future.
- **“Improve the invoicing system.”**  
Last year many parents responded to the questionnaire asking to have invoices that showed a detailed breakdown of the sessions that had been booked. We hope that this is working for parents so it is easy to see what you are being charged for. We have only been using the new system since January and we appreciate that there have been some teething issues. We hope that in all cases where a mistake has been made, it has been dealt with quickly and efficiently. If you have had an issue that hasn't been rectified, please see Pamela or Mariana to express your concerns.
- **“Responding to emails.”**  
Emails that come to the nursery account ([info@caldecotedaynursery.co.uk](mailto:info@caldecotedaynursery.co.uk)) are usually dealt with on the same day. If you are commenting back via ParentZone, it is not always possible for practitioners to respond that day. If you have experienced any communication issues, we are sorry for these and please come and have a chat so we can ensure your questions are dealt with.
- **“Attending Parents Evenings or Drop-In Sessions is a struggle as we both work and don't have any other childcare.”**  
We realise that for many working families, attending events can be difficult. We try to provide as much notice as possible, so parents are aware of when these sessions will be, but we understand that they can still be tricky to get to. We hope to strengthen our Parent Partnership in 2018/2019 and look at ways to offer training to parents, opportunities for learning together and making Parents Evenings / Drop-In Sessions more accessible.
- **“Drop-In sessions slots are too short. There is barely time to discuss”**  
Our Drop-In session appointments are just the same as Parents Evening appointments, ten minutes. We need to limit the amount of time as we often have several parents to see in one session. We offer these opportunities three times per year and while that is not a lot of time, if parents are concerned, would like some advice or have an issue they wish to discuss, then please make a separate appointment to see a member of staff. Senior staff are available at the beginning and end of the day so please don't feel you have to wait until Parents Evening or a Drop-In session if there is something you wish to talk about. We are always happy to see parents.

## **Children's Questionnaire 2018**

100% of the children who returned their questionnaires said they felt happy at nursery. They also had some interesting opinions on what they liked and what they would like more of...!

### **What do you enjoy doing / learning at nursery?**

- |   |  |
|---|--|
| <ul style="list-style-type: none"><li>• Reading books</li><li>• Singing nursery rhymes</li><li>• Going to the park</li><li>• Jigsaw puzzles</li><li>• Playing with cars</li><li>• Circle Time</li><li>• Eating toast in the morning</li><li>• Playing with my friends</li><li>• Playing teachers</li><li>• Playing with my cousin</li></ul> | <ul style="list-style-type: none"><li>• Painting</li><li>• Drawing</li><li>• Learning colours</li><li>• Messy play</li><li>• Learning French and Spanish</li><li>• Playing in the sand</li><li>• Using the Kindles</li><li>• Dinosaurs</li><li>• Being with Lilly!</li><li>• Using playdough</li></ul> |
|---|--|

### **What would you like to do more / what can we make better?**

- |  |   |
|--|---|
| <ul style="list-style-type: none"><li>• More playing outside</li><li>• Reading more books</li><li>• Learning numbers</li><li>• More baking / cooking</li><li>• Going to the park</li></ul> | <ul style="list-style-type: none"><li>• Even more cars</li><li>• Letting me choose what I want to play with more often</li><li>• Writing with a pink pencil</li><li>• Watch TV while eating (We won't be doing this – sorry!)</li><li>• Nothing – everything is fine!</li></ul> |
|--|---|

Thank you for your help, children. We will try and make sure we include your good ideas in our future learning themes to make your time at nursery as fun as it can be!

### **Improvement Planning 2018/2019:**

From September, we will be much more 'Child-Led' in our observations, planning and learning so children will be able to have a greater say in what they want to learn, and we hope to be even more responsive to their needs. The format of our observations on ParentZone will change slightly to reflect this but more information will be published on the September newsletter.

We are unable to offer Spanish to Pre-School from September but hope to replace it with a session to support children's mindfulness and early mental health.

We will be in the new part of the building. This will include a period of transition for the children (as well as the staff) but we hope that everyone will settle in quickly and kindly ask parents to 'bear with us' during this transition phase.

The full details of our improvement plan will be available on the website from September.