

Children's Corner Day Nursery 

Parent Survey

2017

Summary of Survey

Firstly, thank you for taking part in our Annual Parents Survey 2017! Having views of both parents is vitally important and out of a potential 33 individual families we received feedback from 26 parents.

Overall, we received a positive feedback from you. All your comments have been observed and prioritised, actions have been identified and have either taken place or will, as matter of urgency. EyLog is our biggest challenge to ensure majority of the parent community are happy with it in the imminent future and with how we help with learning at home.

This year I also changed the rating labels to Ofsted terminology: Outstanding, Good, Requires Improvement and Inadequate. This helps the team to relate to language that is familiar to them, and adhere to a common set of criteria to make necessary improvements.

I have in the following report, where we were rated Requires Improvement or Inadequate, responded to the comments that were made, either by explaining why things are the way they are, or have actioned how we are going to improve to be Good or Outstanding!

How would you rate our communication:?

Q: Share our policies and procedures? *1 survey commented “that it was unfair that part-time fees are higher than full time rate. Also, that they must pay for Inset day, holidays.”*

Response: The requirements are the same for a full-time child, as it is for a part time child in terms of paperwork, teaching and learning. In fact, with our part time children, we must be even more structured and increase our direct involvement by practitioners, to ensure their learning requirements are being assessed within that short time of attendance.

From an operational perspective, having children attending full time, we can plan our staffing more effectively.

Paying for a child’s holiday’s & Inset Day – staff still get paid if a child is on holiday and for Inset Day, which is a day for staff training. As you can appreciate, working in such a busy environment, we get so little time to come together as a staff team to work on essential practice update.

- Finally, as a service we want to encourage more full time places, as this then increases our occupancy throughout the week, rather than having lull days to fill.

Q: Tell you what to do if you have a complaint? *3 parents commented it requires improvement with the following suggestions*

1 parent suggested a small notice in the Newsletter.

Response: The Complaint procedure has been emailed out to all parents for the last 2 years, as it was raised as an area for improvement by a parent in a survey then. So, I do know that it does get emailed with all the paperwork for the child. Also, the Complaint procedure is available on our website and upon request. However, the suggestion of putting a note in our monthly Newsletter is a good idea.

Actions:

What needs to be done	How is it to be done	By whom & when	Has it been completed & Review
<ul style="list-style-type: none"> • Put a permanent reference to Complaints procedure in 	Section on side panel of Newsletter to include a notice that notes Complaint Procedure.	Hina 7 th Feb 17	✓ 6/2/17 – KP

<p>Monthly Newsletter template.</p>			
<ul style="list-style-type: none"> • Upload the Complaints Procedure on our Closed Facebook page. 	<p>Upload the complaints procedure on files section of Closed FB page.</p>	<p>Kila by 7th Feb 17</p>	<p>✓ 1/2/17</p>

How well do we:

Q: Listen to what you tell us about your child:

1 parent stated that it need Requires Improvement: **“requests are not always followed, things need to be repeated”**

Response; apologies if this is your experience, overall, as a nursery we have improved tremendously our communication and responding to parent’s comments. Obviously, there is always room for improvement but also just to say it is not our intention to ignore but in the bigger scheme of things our paramount priority is the children and their welfare.

Q. Tell you about your child's learning and development: 1 parent stated it requires improvement and two parents commented; one comment was positive and the other parent would like learning and development to be included in the daily diary.

Reponses: In an ideal world including learning and development in daily diary would be excellent, however, to apply this, it will take a practitioner away from direct engagement with children and carrying out other duties and responsibilities. This is not feasible or practical and as a proprietor (and am sure most of you will agree) I will not compromise the direct engagement with children, so that a practitioner’s attention is not occupied by a tablet instead. However, as parent you can log in to your child’s eyLog and browse your child’s learning journey and reports anytime you wish to!

Q. Give you ideas about how to help your child and their learning at home? 8 parents stated this Requires Improvement!

“Have not received much information on that p4”

“Advice on activities to do at home that would complement what happens at nursery would be helpful.”

“Requires improvement not in relation to the Teeny Tots but in relation to Rising Stars. Parents could do with a few more suggestions perhaps in the newsletter, such as learning resources to help at home to complement early learning at the nursery”

“This isn't communicated enough, and via the App it's sometimes difficult to follow.”

“Besides my child having many skills marked as underdeveloped for his age, I have received no indications whether I should be worried or how can I help him to improve.”

“Feedback at pickup/drop off”

Response: Clear this is an area that we will be working towards improving rapidly.

You can approach any of the staff team and if they are unable to assist instantly they will get back to you once they have sourced the information. As a manager, I do recognise that sometimes the practitioners feel nervous in engaging with parents, but once this is identified I do support them in building their confidence and competency in this area and reducing them feeling that they are not knowledgeable.

What needs to be done	How we are going to do this	Lead person & Deadline	Completed and Review
Share our expertise to parents more effectively	<ul style="list-style-type: none"> ➤ Visual notices ➤ Create a booklet 	Room Leaders and Ms Hina by 31 st March 17	
Practitioners to support learning for children at home	<ul style="list-style-type: none"> ➤ Practitioners to acknowledge their expertise and develop confidence to share their knowledge in childcare. ➤ Practitioners to identify their specialist area and become 		

	<p>Champions and this to be shared with parents.</p> <ul style="list-style-type: none"> ➤ Learning Objective to be communicated to parents and system created to give ideas on how this can be supported at home & parents to share how they are supporting this objective. 		
<p>Feb Team meeting to agenda this item to gain more ideas from the whole team</p>	<p>Use a team approach to identify HOW staff can increase their verbal engagement with parents, to promote how learning for children can be increased at home, in the community and outdoors.</p>	<p>Kila – 28th Feb 17</p>	

As parents if you wish to speak to your child’s key person, this can be requested at any time!

Q. Help your child to feel safe, secure and settled?

1 parent commented Requires Improvement: “sometimes have had wet play and coat has been soaked for trip home and it was COLD”

Response: this is practice issue which I will reiterate again with the whole staff team.

Q. Help your child to make healthy choices about food and drinks? 4 parents stated that it Requires Improvements

“No processed meat or Cheerios. Pesto sauce could be homemade vs bottled”.

“I don't believe our child has the option to choose their own food, i.e. at breakfast time, and eats from the set menu”

“Could the menu become more varied - try to encourage kale one week or butternut squash? Olives? Spinach? incorporate some superfoods into the diet?”

Response: Over the years, we have made great improvements on the menu. We have also taken a poll from parents about various breakfast options and this has been modified, as there has been NO sugar free cheerio for the last 4 months. As you can appreciate with the vast number of parents we have, pleasing everyone would be an impossible task. So, if you want for your child to not have certain foods please inform us and then we can implement this.

Baz’s salad will have fruit, olives, avocado and the leafy salad will have fresh spinach. We do give the children exposure to healthy options in a variety of manners.

Minimum processed meat. All children have who arrive on time have a choice of what to eat at breakfast. They have a choice of 4 cereals, toast, various fresh cut fruit. Lunches and tea are per menu, otherwise we would have to cook options to the full number – as children often don’t know what they would like – until someone else eats it or just change their mind.

Menus are on 7-week rotation. We cook English, Indian, Italian, Caribbean, Chinese, Mexican and Thai. We will take on board the use of some other super foods such as kale and lentils. We do already cook butternut squash, sweet potato but not all children will eat or choose it so you may not see it on your feedback.

We run a self-serve at lunch and tea for Rising Stars children, so they choose themselves from what’s on offer.

We are always happy to receive suggestions for meals, teas, so if you wish to, please share your ideas!

Q: Provide opportunities for exciting activities? 1 parent commented Requires Improvement: *“What exciting activities do they do?”*

Response: As a nursery we have moved away from providing children printable images to colour in, expressive art is unique to each individual child and this is nurtured. Children can engage in mud play, sand, water, corn flour, paints, junk modelling, playing with real construction tools and a whole host of natural resources. There have been wonderful outings; Temple, parks, regular trips to the shops and Fire station, cooking activities, charitable events and most of the festivals being celebrated. We are not afraid to be outside when it is freezing, splashing in puddles.

Am not sure what you feel is missing from our activities that we are not providing at the nursery for your child?

Q: Help your child to make things, and use their imagination: 1 parent commented Requires Improvement: *"Crafts could be more imaginative"*

Response: Children have access to art material all the time, we encourage all children to engage but if they wish to engage in other activities then this is supported. We have moved away from Art being 'done to' them i.e. younger children palm being dipped in paint and then an adult presses the palm on a piece of paper! Then saying "look mummy, see what your little one has made for you?" presenting a parent with a pristine piece of artwork! This totally adult led activity is abolished at our nursery.

Expressive Arts & Design: supporting all children to explore and use media, material and being imaginative (this is not beyond cutting shiny paper and sticking it).

Q: Do you think the Nursery is a safe and secure place where your child is well looked after? 1 parent stated Requires Improvement: *"I think that the outside area is slightly hazardous in certain areas, with the slabs and hill leading down to it."*

Response: I can appreciate your concern about the slabs and hill leading down... however, we should teach children how to manage on these surfaces, if we create non-risk/minor hazardous environment, how will children learn to manage these situations outside of nursery environment. The hill is excellent for children learning to walk as it supports their balance, co-ordination and gross motor development. Older boys love riding bikes down the hill, as it gives them different thrills.

Q: Make you feel welcome and give you chances to get involved? 1 parent commented Requires Improvement: the social events for the parents are a great idea.

Response: I need to assign a Social co-ordinator within the staff team now that Ms Sarah is no longer with us. We will get a date in the diary.

Q: Help you to teach your child at home, in the community and in the open-air? 3 parents commented Requires Improvement: *"Haven't received information on that", "As before more ideas offered to Rising Star parents, but overall very good, I especially like the inclusion of visits to various places within the community." & "Not communicated to us enough."*

Responses: This is an area we will make a priority as a team to improve upon!

What needs to be done	How we are going to do this	Lead person & Deadline	Completed and Review
Practitioner to work more in partnership with parents to give suggestions, ideas and information on how learning objective at nursery can be transferred and supported outside nursery.	Create a system of improved two-way communication, to support a child learning holistically.	Ms Sammy, 31 st March 17	

EYLOG

Thank you for the constructive feedback.... if I responded here to all the comments I would be producing a 50-page report!

Response: soon we will set up several workshops to address some of the issues – Your attendance will be required to ensure some of this issues can be addressed.

eyLog is not for everyone! Some parents are technology happy, others not! In terms of consistency and time effectiveness from a nursery point of view, the system makes a lot more sense. Just to share here, is that one of our parents who has knowledge about databases is working with us to improve on the current system. So, watch this space!

What needs to be done	How we are going to do this	Lead person & Deadline	Completed and Review
Set up several different timed and dated workshop lead by practitioners	Initial workshops Mon 6 th & Fri 10 th Feb 17	Kila, 28 th Feb 17	✓ Dates have been set
New parents' guide booklet	<ul style="list-style-type: none"> • Create a booklet for all new parents. • Translate it into different languages. • Make a note to explain app and PC can access different pages. 	Kila, 28 th Feb 17	

	<ul style="list-style-type: none">• Accident forms online.• Ask a parent to support this booklets production.		
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