

Children's Corner Day Nursery



Parent's Survey 2018

Summary of Survey:

Primarily, thank you SO much for taking the time to complete the parent survey, we received 39 responses out of potential 51, which is exceptional.

Overall, the survey was very positive, I continued using the grading that is used by Ofsted so that the language is consistent and understandable for the professionals within the industry. We are aspiring to ensure we are providing an Outstanding service to the children, parents and future users. For us to achieve this, we need your feedback to create necessary change, which is based on evidence.

In the report, I have actioned improvement to the service, where it is noted to be Requires Improvement and Inadequate.

Q3 Do you feel involved in your child's learning e.g. given play activities or ideas to take home with you? 20% stated we were Outstanding, 63% stated we were Good, 10% - requires improvement & 2% - Inadequate (5 parents in total would like us to improve on how we support you to be more involved in child's learning at home) These parents have not commented HOW they would like to see the service be a Good or Outstanding.

Response: Quite often this aspect is a confidence issue with practitioners and within the industry as their qualification is not valued as holding a professional status. Therefore, some practitioners feel out of place to be advising parents on how to parent their child. This issue has been raised in previous years and as we have staff turnover hence this area continues to be part of our development for individuals.

This is what we are doing or increase to do, if you have any further suggestions, we'd be happy to hear them:

What needs to be done	How is it to be done	By whom & By When	Has it been completed	Review Impact on outcomes for children
Practitioners need to feel confident in their knowledge and be able to share with parents	<ul style="list-style-type: none"> Monthly email from Jubilee Children Centre - which has wealth of activities is sent out - Continue with this Nursery Facebook page is used to upload activities and information about child development and attach other links https://www.egfl.org.uk/ Ealing Early Learning Grid has been shared previously Parents Evening 	Bhakti or Kila Everyone Use this link - parents 27 th & 28 th March		
Create enhanced methods of sharing activity ideas i.e. CLOSED FB page, Weekly email with ideas/themes				
Monthly parent/practitioner feedback sheet				

<p>One of the parent would like more feedback to explain child's interest, learning techniques, so that the parent can support at home.</p>	<ul style="list-style-type: none"> • Staff Inset Day - will address this aspect • Build on Practitioners confidence to give parents these learning aspects 	<p>29th March</p> <p>Through supervision and peer observations</p>		
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Q5 If we provide a daily menu, do you think it is healthy, balanced and enjoyable for your child? **17 parents stated Outstanding, 16 parents stated Good, 2 parents stated it to be Requires Improvement;**

Response: this is an area we have over the years truly focused on and have continued to improve upon. Suggestions have been asked frequently and most recently, with the new *Government Guidance* we have improved yet again. If those 2 parents whom feel we need to improve even further, please do share how we can (suggestion box in foyer) if you want to stay anonymous.

Q6 Tell you what to do if you have a complaint?

Shockingly 22 parents skipped this question! 9 stated Outstanding, 7 stated Good and 1 parent Requires Improvement.

Response: Complaint information is shared at every viewing (which might be a long time ago for some parents), then when all the paperwork is emailed out, a copy of the Complaints procedure is emailed across, on the back of last years Parent Survey, the monthly Newsletter was revised to include Complaint information each month. There is a poster up in the foyer about how to make complaint. I hope those 22 parents whom skipped are aware now.

Q8 EyLog daily diary - do you find the information shared useful

14 parents stated Outstanding, 17 parents stated Good, 2 parents stated Requires Improvements

It would be nice to have more accurate information regarding what she ate during the day.

Not as good as the system before especially the finance side of the system

Response: Using Apps and Software in Early Years is a very new phenomenon, so the software developers are still learning from the industry. There is a long way to go for most software's out there. Also, the concept of using tablets by practitioners is under development and our bottom line is, *practical needs of children come as a priority* and if on an odd occasion we have negated from promptly completing EyLog is not a big deal. As you can appreciate working in a very physically demanding environment does not always help with IT requirements!

Q9: Termly Child Summative Reports: (we find low level parent comments on these at the time) how can we improve them for better partnership. *These were some of the comments (to which I have responded in red):*

I think it is useful having a quick face to face meeting with the parents to discuss the report in more detail. – *this will always happen, upon pickups (if you come 10 mins prior to 6 p.m.) and drop offs. We will continue twice a year parents evening. May consider having termly parents evening for the future*

Continue the regular updates

There are some codes that aren't so clear. I would help to get some explanations to understanding the report system and possible next steps to further child's progress post the report – *please do make an appointment with the key person, whom would be happy to assist. Also, upon registration, we email out EyLog factsheets, that explains in more details but if you wish for me to send you another copy, happy to do so.*

Communicate more clearly that they have been published. – *You should receive a message on your app, that it is published. I also advise in monthly newsletter that Summative reports will be going out soon, also in weekly emails.*

Have a planned list of activities and developments and how parents can help at home with focused activities – *This is being worked on.*

Not sure. Maybe send a hard copy home with child, which parents need to return. – *we are aiming to go paperless to save tree!*

I might not comment but always read everything – *Thank you*

The reports are interesting, and the app is good but it's a bit clunky to access on a phone – *Will feedback to EyLog development team*

The termly report is very elaborate and very helpful. And it is easy to comment and complete it through PC. – great!

It is helpful to see periodic observations and see a termly analysis of my child's progress. To better engage parents and encourage their active part, it would be so helpful if some key milestones were tabled in the app for each child, with developmental goals mapped out (without getting too stringent on timings, naturally). This would definitely encourage me to ask more about how I can supplement my child's learning and progress at home. The app needs a more flexible interface for you to enable this. Would love to help with building out ideas if needed. – OOOOOH, I love techy person to assist, not my strong point but do like to embrace change to make life convenient for all parties, so happy for you to assist.

More accurate and up to date so it reflects the true position of the child – there has been some teething problems, as practitioner, senior team get used to this new format, however, there are core practitioners whom are very strong, and they are supporting us all to be more accurate.

Meeting parents more often and get write parents comments at the meetings – this opportunity is always available upon request

Have not yet had one so can't comment

Q10 EyLog app - do you think it is parent friendly

15 parents - Outstanding, 14 - parents Good, 4 requires improvement

It's a bit old-style, there may be more user-friendly apps out there – happy to hear about these

Response: for those 4 parents whom stated it requires improvement, if you wish to share how then I can communicate with EyLog team to discuss whether the changes can be made

Q11 Do you find that children are taken on enough outings:

In Black are the comments from parents: Red is my response:

Maybe some local park trips – we do so during the warmer weathers and more for older children, as the ratio of children to staff can be higher, we are working on how to support more outing for Teenie Tots and Babies

dentist , fire station, police station, post office – We have People Who Help Us month (May) where these listed professions will be covered and outing arranged

Farms, educational places, museums, theatre – I believe we do this well, as we have a whole nursery Farm trip in June, Rising Stars when to Natural History Museum recently and Teenie ventured to the Gruffalo trail in Prevail.

Even more local outings, we miss loads though because we're part-time – unfortunately this is always an issue, we do try our best to make sure we rotate days and outings to engage all children.

Learning real life experiences – They are doing this all the time, through play!

I would be more than happy for them to go on more, even more outings to park – Let the sunshine and we will be going out a lot more

Q12 Do you think our indoor and outdoor play areas are attractive, fun and imaginative?

14 parents - Outstanding, 18 parents - Good, 2 parents - Requires Improvement

Response: Our outdoor space is inspired by the children, we observe how children play and adapt the environment to enable their learning further. Indoor is similarly adapted and we have made great use of the limited space we have; our Toddler room has had a massive facelift. Any suggestions would be greatly received.

Q19 - How can we improve our childcare for you and your child?

In Black are the comments from parents: Red is my response:

To be able to have an option of 8:30-3:30 - unfortunately, as we are a very small setting this option cannot be increased, as it has an impact on not being able to fill hours after 3.30 p.m. We have trailed it this academic year on couple of existing children but going forward it is not a sustainable option.

A catch up after settling period would be reassuring – great idea, will implement!

Less staff rotation – agreed but sometimes it is inevitable and can proudly say this year we have been the most stable!

I believe you are doing great job. – thank you!

perhaps more suggestions on what we can implement at home so that we are consistent with rule – as mentioned previously, we are working on this aspect

I can't think of anything; my child is very happy at your nursery – thank you!

More communication with key person – you can ask anytime, use EyLog email to communicate directly with key person

To provide weekly/monthly updates about my child. Would like to know if there is anything my child is struggling with or something we need to focus on – you should be receiving regular observations on your child, you can access EyLog progress tracker (if you would like this explained then please ask Key Person), every child develops at their own pace, we will be assessing them for key milestones and if in our professional opinion assess their to be delay in certain aspect, we will have that conversation with you.

Maybe more trips out of nursery – just pray to the Sun God for good weather and this will happen!

Ask the key workers to speak to parents. We only speak to ours every 6 months when it's parent's evening. – sorry to hear this, you can approach your key person anytime!!!

More information on her activity during the day via eylog – as mentioned previously, we would love to sit and write huge amounts of your child's day but this is time consuming and takes practitioners away from providing practical engagement with the children. We aim to provide you with a snap shot of their day.

By guiding parents about short term goals for the child and how to achieve them – this is being worked on

We think that the level of childcare that you provide for us is very good. Our son loves going to nursery every day and talks about his friends and the staff at nursery at home all the time. We believe that you provide him with lots of love, kindness and a range activity that keep him very happy, so if he's happy we are happy as parents – AWWWW what a lovely message to end on! Thank you so much.