



Parent/ Carer Annual Survey 2017/18

Thank you for taking the time to fill in our survey; we understand that you all lead very busy lives and we appreciate your efforts. The purpose of the survey was to get a sense of how you think we are doing and to provide us with some feedback on either what we can do to improve or tell us how happy you are with the nursery. Any feedback will be carefully considered by the Senior Leadership Team and steps will be made to ensure that we make positive changes for the benefit of the children in our care.

We had 71 respondents to the survey (which is seven more than last year) which means that there was a considerable amount of voices represented in the survey findings.

Question 1. I feel welcomed at the nursery and know who to go to for help.

97.19% of parents agree that they felt welcomed at the nursery and they knew who to go to for help: this figure is up by 6.69% from last year. 1.41% of parents neither agreed or disagreed and 1.41% of parents disagreed. For all matters pertaining to finance and administration please speak to a member of the office team. In regards to your child's development and their experience in the nursery we encourage parents/carers to speak to your child's key person for advice as they work most closely with your child. You can also speak to the classroom teachers/leaders, Farhana (Blue Room), Nat (Green Room) and Lena (Rainbow). Subina, our BSIL Co-ordinator in the Children's Centre and the Children Centre Team can assist families in relation to concerns such as toilet training and smoking cessation through to seeking advice about more serious and personal issues such as domestic violence or housing issues. If you have a more pressing complaint and you haven't been able to find a satisfactory response, you are welcome to make an appointment to speak with Mandy our Deputy Head Teacher in the first instance or Rohan our Head Teacher. Our complaints policy can be found on our website and would have been given to you during your home visit prior to your child starting nursery.

Question 2. The nursery offers a safe environment for my child.

Safety for children comes before everything else that we do at Rebecca Cheetham and 95.78% agreed that the nursery offered a safe environment for your child/ren, an increase of 0.58%. Whilst we celebrate having an extraordinary amount of space for your children to roam, explore and be curious, making sure that they are kept safe is paramount. It is important that children have opportunities to take managed risks in their play to extend their learning and we strive to ensure children challenge their perceived limits in the safest way possible. All of our staff have either full first aid or paediatric first aid training; you can rest assured that there will always be someone with first aid training on hand if the need arises. I would encourage parents/carers to speak to a member of staff in regards to any safety issues that they feel need attending to, in particular, the 2.82% of respondents disagreed that the nursery offered a safe environment; we need to know what we can do to improve. We aim for all parents to feel the environment is safe and that any risks are managed or assessed for safety.

Our team of staff have been trained in safeguarding and are vigilant in issues of child protection. We have also implemented more stringent strategies and approaches to safeguarding to ensure concerns are acted on even more swiftly. It is timely to remember that safeguarding is everyone's responsibility.

Question 3. My child's individual needs are recognised and met by the nursery.

83.10% of respondents felt that the nursery recognised and met their child's individual needs which is 4.2% down on last year. The remaining 9.86%, neither agreed or disagreed whilst 7.04% disagreed. At

Rebecca Cheetham we make every effort to provide a quality and tailored learning environment that caters to your child's individual needs. We provide small groups for focus tasks to take place, so the impact of teaching is enhanced and the team plan together to ensure individual needs are catered for. We discretely assess the children four times a year and in doing so, we are able to diminish the differences in your child's development and use the planning and the provision to meet their needs and improve learning outcomes. If you feel that your child's needs are not recognised and catered for, please speak to your child's key worker to obtain more information. While your child is with us we aim to provide you with as much information about your child's progress as possible; **half termly observations** emailed directly to you, **twice yearly consultations, parents invited to spend time in the setting after drop-off** in addition to **access to your child's special books** on a daily basis. We offer Parent Forum themed events to give you more detail about the framework and how it transpires into the setting. We would love as many parents as possible to join us for these sessions.

Question 4. My child has lots of opportunities to learn and explore at Rebecca Cheetham Nursery.

91.55% felt that your child is sufficiently stimulated at nursery, which is down 6.85% from last year's survey results which is disappointing. By integrating the small group key person system into the nursery, our aim is to ensure we know whether your child needs further stimulation. We ensure that we cover all areas of the framework and all characteristics of learning so there would always be something to stimulate your child whilst in the nursery. In the same vein, we make every effort to work in partnership with parents to help us in this process. By contributing to your child's Home Book you can provide us with further information of your child's abilities which helps to inform our planning. Stay a while after drop-off to see what types of opportunities your child has to learn and explore as well as looking through the planning which is accessible on the Rebecca Cheetham app. or in the classroom.

Question 5. My child is happy at nursery.

After ensuring we create a safe environment for your child, happiness is the next important thing on our agenda and it is good to learn that 91.55% of respondents tell us that their child is happy at nursery. Children are not able to properly develop and progress if they are not happy and don't want to come to nursery. Children who come to Rebecca Cheetham generally settle in very quickly and forge good relationships with adults and their peers. 7.04% of respondents neither agreed or disagreed and 1.41% disagreed. I would strongly encourage those parents to speak to your child's key person if you answered this way so we can explore why you feel this may be the case and we can work together.

Question 6. I feel able to raise concerns with staff and any issues are dealt with effectively.

At Rebecca Cheetham we have procedures in place and a variety of people to whom you may speak to help resolve any issues you may have at the nursery. Sometimes the person you raise your concern with may not be the person who is best able to help you; our hope is that they will direct you to the right person. 91.55% of you felt able to discuss things with staff and felt that issues were dealt with effectively which was an increase of 1.05% 2.82% responded with neither agree or disagree, whilst 5.64% disagreed that this was the case. There are complaints procedures in place which parents/carers are given upon registering with us and they can be found on our website. If you feel like your issue was not dealt with effectively, there are other channels for you to access. Again, in most cases you should be able to speak to your child's key worker as the first port of call. Unfortunately, there may be times that we are not able to resolve an issue in the way in which you would like due to various constraints we may have; our hope is that if that is the case, that someone has explain things to you so you understand our perspective. We want to ensure that you feel satisfied with everything that we do here at Rebecca Cheetham.

We take all your comments and feedback seriously. Whilst we will endeavour to work on some of your helpful suggestions to help make Rebecca Cheetham an even better place, it is important to celebrate some of the positive reflections that parents/carers made about the nursery. These comments have been taken verbatim.

"Since my daughter has started at Rebecca Cheetham she has become very independent. She continues to make great progress and Always tells me she is a proud peacock! I always receive feedback telling me how her day has gone. I am so happy that she is able to express herself in a variety of ways,including creatively which is always encouraged to do by staff. I am pleased that my child has started her educational journey at Rebecca Cheetham. You continue to provide her with the tools to a successful education!! Thank you!!"

"1) A stimulating safe environment with a huge variety of resources for children to explore 2) Great adventures; trips to the theatre, beach, or a walk for charity 3) Parents are being well informed and encouraged. Great communication 4) Very clean"

"A great nursery that prepares the children for many aspects. Also the support it offers parents and carers to their children outside of nursery (ie parent forums). "

"From teaching staff to office and senior leadership. The level of care/support and understanding is amazing from child to parent."

"My son loves coming to nursery and has built strong relationships with staff who have encouraged him to become more social and independent amongst other children. He is constantly consolidating the learning he receives at nursery at home, particularly in regards to phonics. The staff know my child extremely well and I feel that he is looked after and cared for in a warm and caring manner. I could not provide the wealth of child initiated activities and opportunities he has at nursery at home and for this I am extremely thankful. "

"Very positive my child has come on leaps and bounds since starting here."

"Really good. I've been lucky enough to take part in all the school activities, and have interacted quite a bit with the teachers. They are all really attentive to the children's needs, and our daughter is enjoying school and making friends."

"Absolutely brilliant service, approachable staff and the favourite place for my child to attend."

"Rebecca Cheetham is really fantastic nursery. MY SON REALLY LOVES coming here every day. Staff is friendly and helpful. Thank you so much."

"I think there is an excellent range of activities at the nursery and it's lovely to always have a welcoming face at the door in the mornings."

"My child have been learning a lot since started last year. I am pleased & happy of the progression of my child."

"It's been pleasure that I choose this nursery for my child.All the staff very helpful and friendly. I don't think I could find better than this nursery. Thanks a lot."

"I am very happy because I seen my son happy to come every day to nursery at Rebecca Cheetham, and this it's all that matters for me!"

"The staff are always welcoming and ready to assist and I feel confident that my child is getting a good quality of care and educational stimulation."

You made some comments that showed us how we could make improvements; we are happy to take on board your ideas and suggestions on how we can improve.

"I love the different play set-ups when we arrive at nursery. The kids tend to know what they want to do and where to go. Still unsure whether the key workers "know" my child who is obviously a loud presence at home but more retiring in the nursery setting. If not seen as a "personality" or aren't difficult, are they glossed over/ignored/treated as a number?"

Children can act differently according to the situation and the scenario and it is relatively common for some children to seem quieter and more "retiring" at nursery than the child you see at home. Some children may need more time to feel confident around so many other children and become more insular than they would be at home. This is all part of a child's journey and your child's key worker will be conscious of this and will have set targets to ensure your child reaches their necessary milestones to help them become Reception ready. Whilst we analyse and report on data for the whole nursery and different groups of children we also look at children individually when the key workers have their data moderated three times a year by the Senior Leadership Team; during this time, every child is looked at individually to ensure we are catering for every child. In the same vein, the reason we have smaller group adult focus sessions is to ensure children don't feel so overwhelmed by the whole class and instead start to feel comfortable and confident in their smaller key group. Take advantage of the Parent Consultation meeting in March or make an appointment to discuss this further with your child's key worker.

"We as a family miss the opportunity for our child to have only 3 days for 5 hours. It will give more flexibility to all family members, and it will in our opinion benefit our child with less but longer days.. It is very chaotic in the morning and pick-up time - it doesn't feel like there's time to talk to a teacher about the child."

We feel very fortunate that our nursery is full and we operate a waiting list as it means that word has spread about the wonderful opportunities we can offer children under the age of five. Unfortunately, as we are full, it does mean that we cannot be as flexible with times and dates as we would like. The issue regarding spreading the 15 hours over three days is that we have to offer a lunchtime space and our lunchtime area can only safely accommodate a certain number of children. With the introduction of the 30 hour offer, it means that those lunchtime spaces are taken up with those children and our extended day children, leaving little room to accommodate requests to spread the 15 hours. In regards to your second concern, we agree that drop-off and pick-up times can be chaotic as this is when the majority of our children are coming in and leaving at that time. You are welcome to make an appointment to speak with your child's key worker if you wish to speak about your child.

"I don't agree that children are left alone at the toilet. My daughter doesn't have accidents of this kind, except at nursery, unfortunately. This has been explained to me by the Staff as "independent child should be like", I don't see things so. At 2 and a half year I feel they need help to use the toilet. She' without pampers from 1 year and 10 months. My girl need spare clothes almost every day for different toilet accidents. I like how everything's going so well for her happiness, but intimate care is just as important"

We certainly take intimate care seriously at the nursery as well and your concern is one we are very conscious about as it comes up from time to time with particular children. Within the Rainbow (2 year old) provision there is always a member of staff allocated to toileting care and they would be responsible for changing nappies, helping children use the toilet and giving independent toilet users reminders to go to the toilet throughout the day. Unfortunately, sometimes children have regular accidents in nursery for a variety of reasons, including those children who may never have an accident at home. Firstly, some children are reluctant to go to the toilet and prefer to go at home and will hold until they eventually have an accident; this is even with constant reminders from staff to try and go to the toilet. Some children may also be so engrossed in an activity or reluctant to let go of a toy that they will refuse to go to the toilet and hold until they eventually have an accident. Staff have also commented that they take children to use the toilet and nothing comes and then a few minutes later

they have an accident. Becoming a confident independent toilet user is complex and your child may behave differently at home and in the nursery. We need to ensure that we encourage the child as much as possible and not be hard on them when they have accidents.

“Nursery is proactive in planning activities and teaching sounds and letters and about the world. The level of feedback is pretty good, with in depth comments and pictures, though I don’t know if the teachers have to be in the iPads a lot around the children.”

This is a very valid concern and something we thought about long and hard when we first got the iPads. Previously, staff would take a photo and then write up observations on paper which was time consuming and took staff away from the children more than the iPads do currently. We try to minimise the amount of time spent on the iPads around the children by encouraging key workers to take a photo and type up what the child said in the moment; we provide staff with administration time away from the children to concentrate on adding the rest of the detail necessary before they are sent out to you. This ensures that we are capturing important moments of your child’s learning, their voice and what aspects of learning they are achieving in the framework.

“Generally a good experience where we do feel welcomed. The parents workshops are a good idea and are held at convenient times for working parents. I would like to get a more detailed handover whether this is from her key worker or the extended day staff as I don’t like the fact they don’t say anything unless I ask questions.”

“Overall happy, helped my child to build more confidence. More feedback would be great in terms of individual behaviour and if improvement or the opposite from the teachers point of view about a child.”

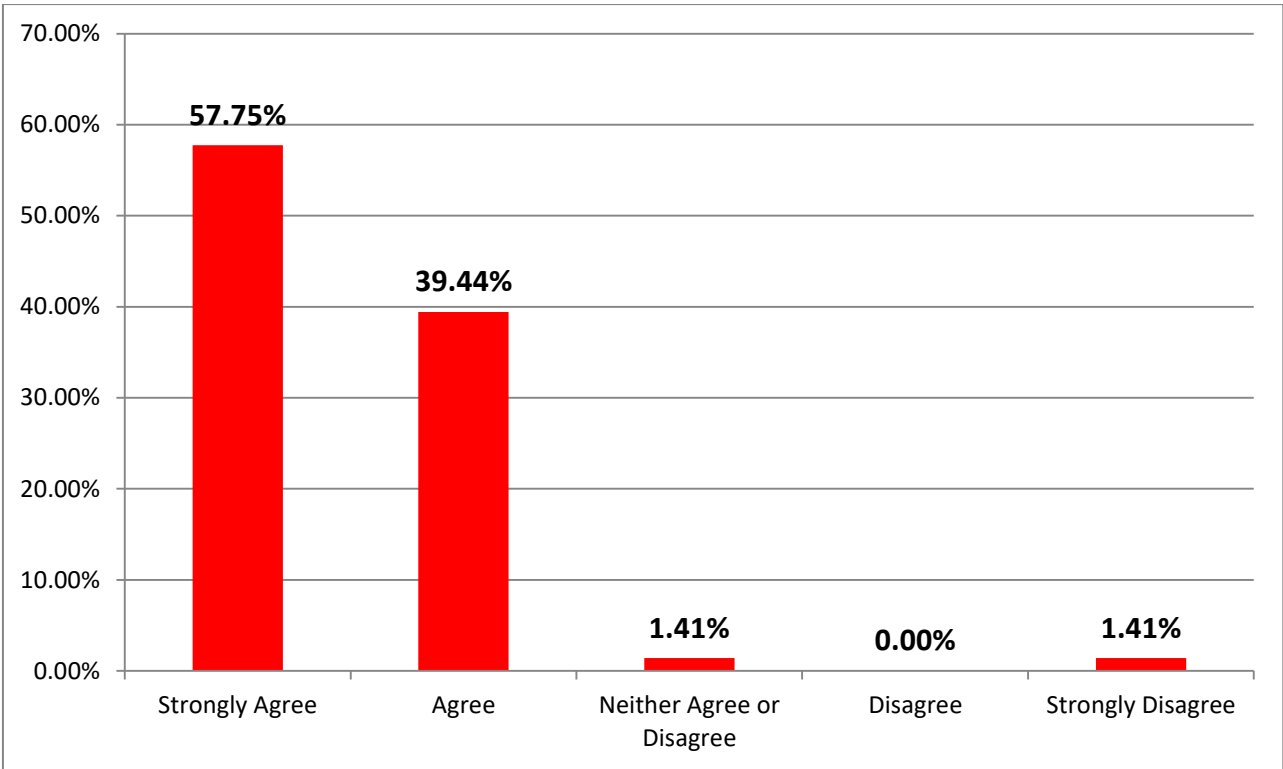
We have a communication book in the extended day room where staff in the rooms will update if there is something concerning (low level) that needs to be communicated to a parent. Things like whether a child didn’t eat or sleep or if their behaviour was unmanageable will usually appear in this book. Generally if there is nothing written in the book, you can rest assured that your child had a great day at nursery. If you feel like you need more information about your child you are welcome to make an appointment to speak with the key worker to find out more about how they are getting on. We try to minimise the time staff spend away from the children and it is for this reason we only really report on concerns rather than everything that happened during the day.

In terms of more feedback about the behaviour of individual children or if you have concerns about your child’s behaviour, once again we would encourage you to speak to your child’s key worker by making an appointment. We will, however, ensure you are informed if we have concerns about your child’s behaviour and the impact it is having on the setting so we can work together to help your child and create some consistent ways forward that we can all agree on. We really value working in partnership with our parents.

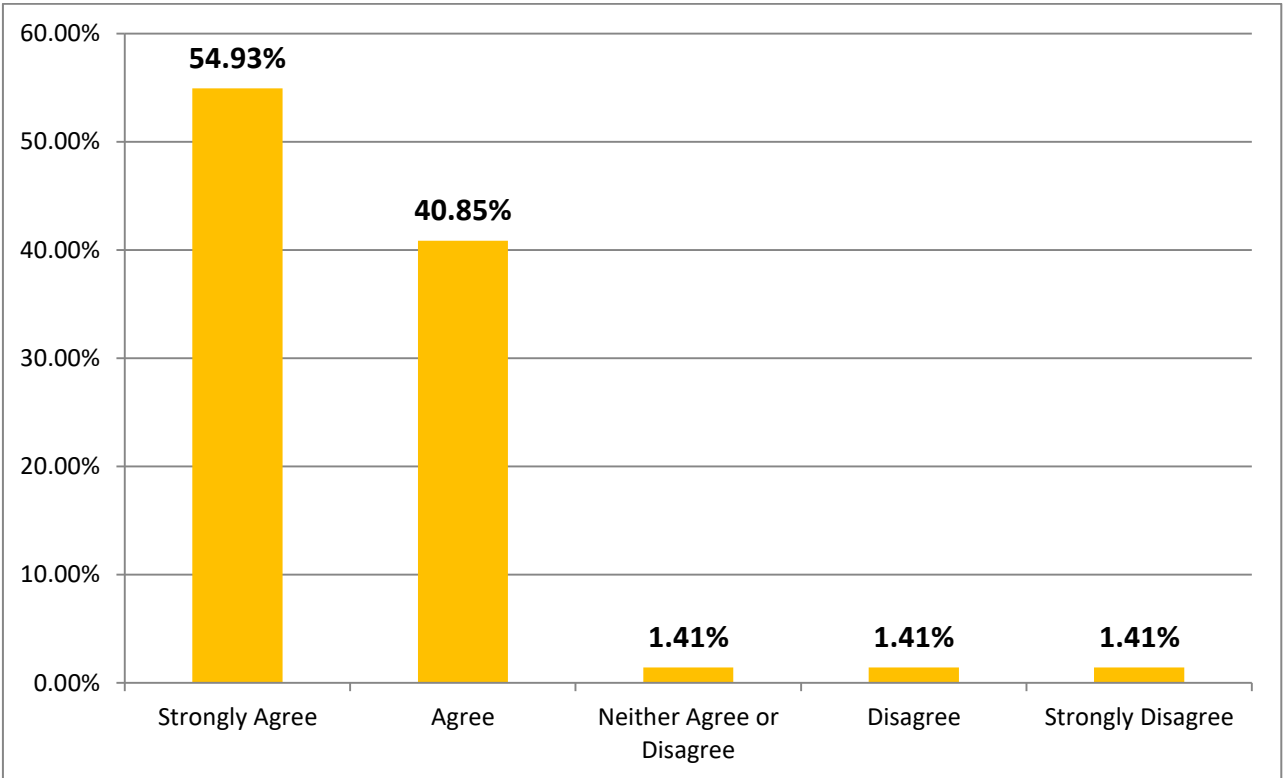
“Parents are not listened to. Views of parents are dismissed regularly.”

We do everything to ensure all views are heard in our community and we would be interested in exploring why you feel like this and try to find ways forward. The difficulty with an anonymous survey means that it makes it impossible to pinpoint individual concerns unless they are brought to us in person. Whilst 91.55% of parents did not feel this way as per the survey data, we are not happy that some people feel their views are dismissed. Please ensure that if you do have a concern that you feel strongly about and that you would like to share, please make an appointment with the person who can deal with your concern so you have time to express your viewpoint and the other person has the time to properly listen and explore ways forward.

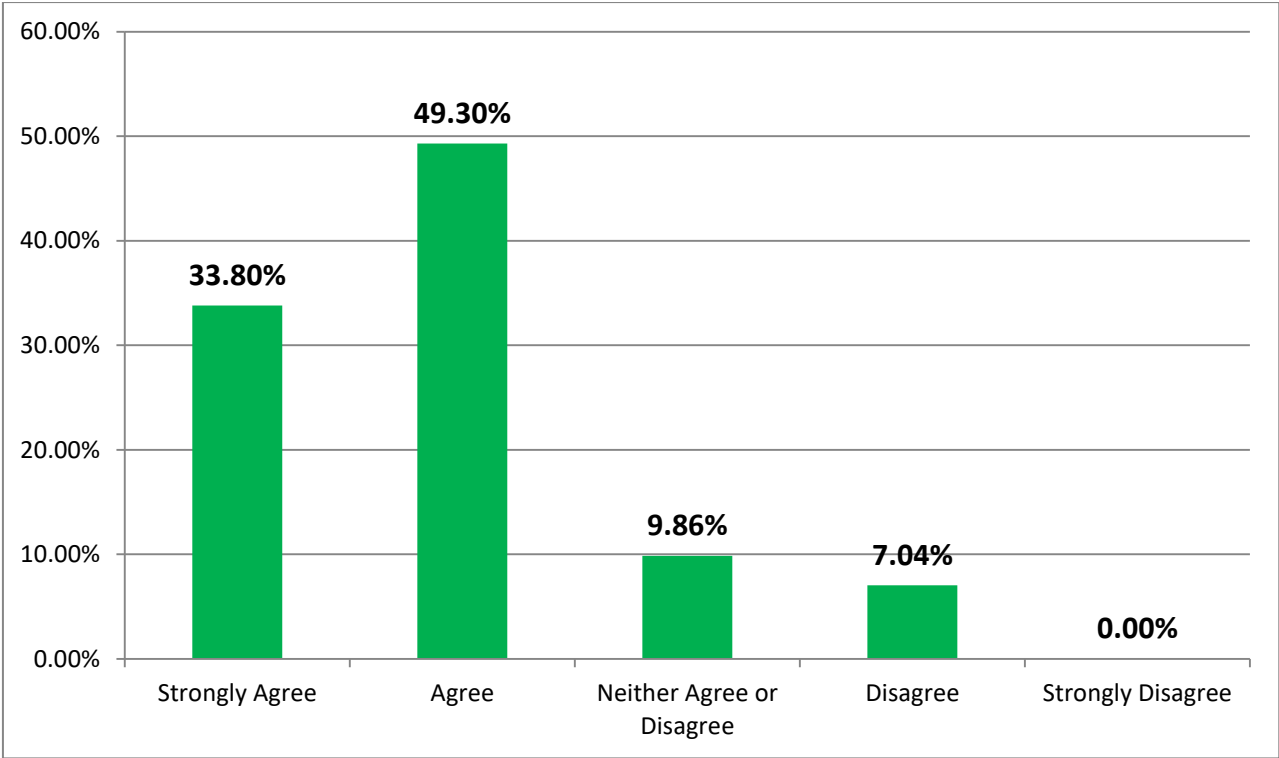
I feel welcomed at the nursery and know who to go to for help.



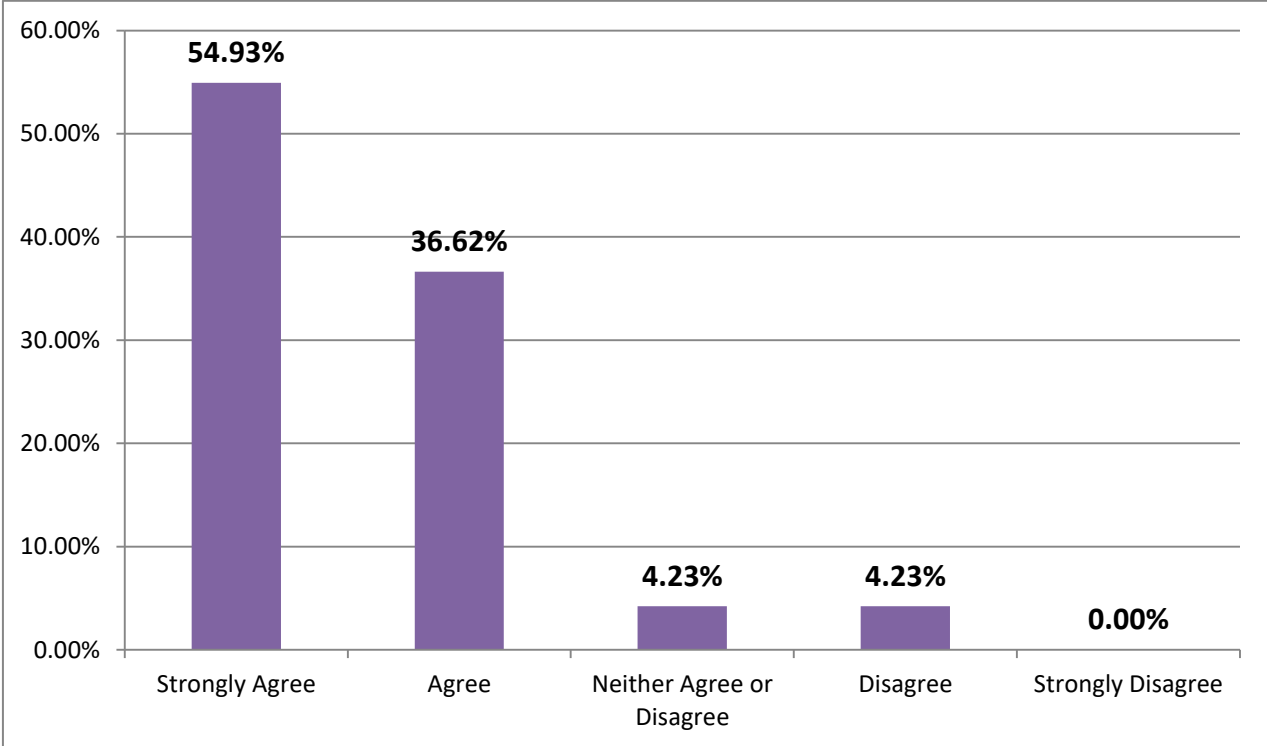
The nursery offers a safe environment for my child.



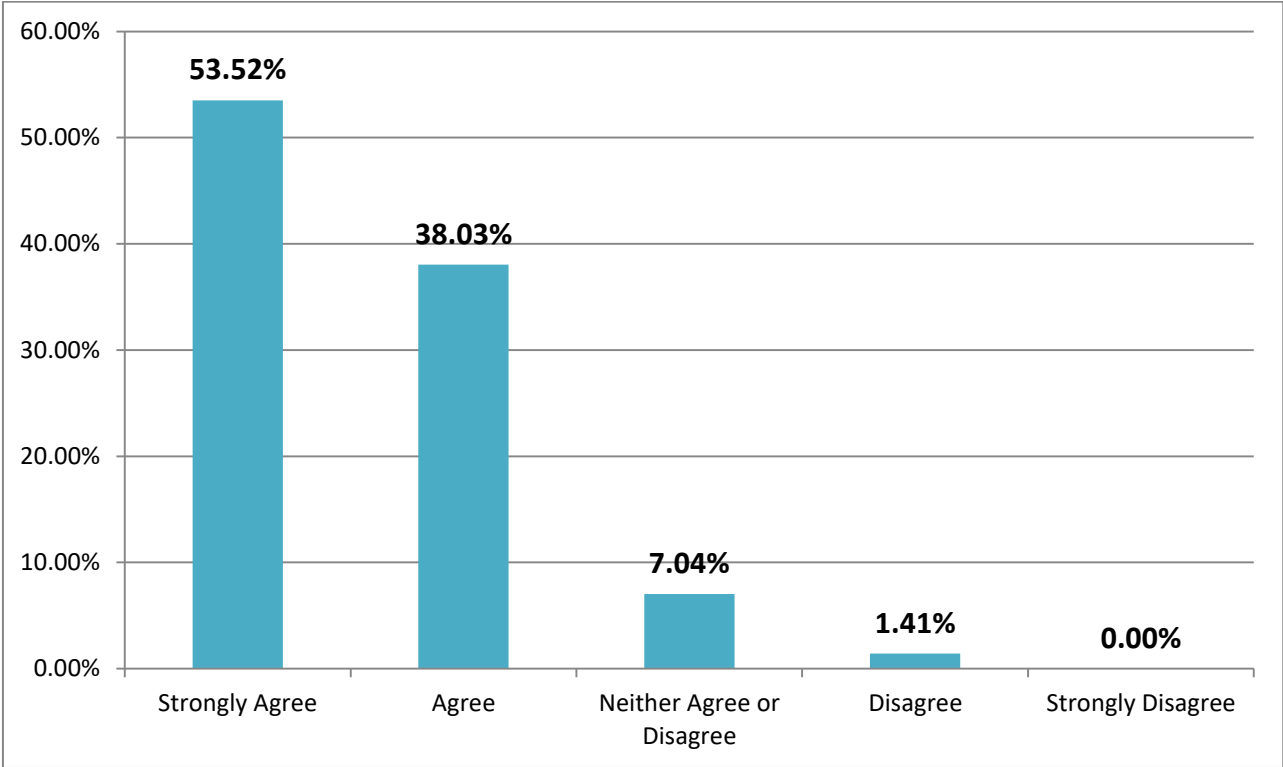
My child's individual needs are recognised and met by the nursery.



My child has lots of opportunities to learn and explore at Rebecca Cheetham nursery.



My child is happy at nursery.



I feel able to raise concerns with staff and any issues are dealt with effectively.

