

Parent/ Carer Annual Survey 2015/16



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 this 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 70 respondents to the survey 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.

98.5% of parents agree that they felt welcomed at the nursery and they knew who to go to for help; this was up by 2.9% from last year which is extremely pleasing. As a first port of call it is useful to speak to your child's key person for advice and assistance as they work most closely with your child. Failing that, you can speak to the classroom teachers/leaders, Farhana (Blue Room), Catherine (Green Room) and Lena for further assistance. For administrative and finance related matters, the front office is the place to go, whilst the children's centre provides a range of services 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 from the team, you are welcome to make an appointment to speak with Rohan, Mandy or Angela. Our complaints policy can be found on our website.

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 you told us that 92.86% agreed that the nursery offered a safe environment for your child/ren. 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. Our team of staff have been trained in safeguarding and are vigilant in issues of child protection. The majority 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 4.29% of respondents who felt the nursery didn't offer a safe environment. We aim for all parents to feel the environment is safe and that any risks are managed or assessed for safety.

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

89.9% of respondents felt that the nursery recognised and met their child's individual needs. The remaining 7.24%, neither agreed or disagreed whilst 2.9% 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 identify gaps in your child's development and use the planning and the provision to try and close the gap. If you feel that your child's needs are not recognised and catered for, please speak to your child's key worker and get more information. While your child is with us we aim to provide you with as much information about your child's progress; half termly observations emailed directly to you, twice yearly consultations in addition to access to your child's special books on a daily basis. We offer Parent Forum themed events that will give you more detail about the framework and how it transpires into the setting. Again, feel free to speak to your child's key worker if you feel that your child's needs are not being met.

Question 4. My child is sufficiently stimulated at nursery.

97% felt that your child is sufficiently stimulated at nursery, which is wonderfully encouraging and an improvement of 7.14% from last year's survey results. 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 should 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 help to provide us with further information of your child's abilities and to help inform our planning. In the same vein, parents/carers are more than welcome to speak to the classroom teachers if they feel that their child could benefit from further stimulation.

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 wonderful to learn that 97.14% 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. 2.9% of respondents neither agreed or disagreed.

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. 88.57% of you felt able to discuss things with staff and felt that issues were dealt with effectively. 2.86% responded with neither agree or disagree, whilst 8.57% 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. 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.

"The nursery has really helped me especially with my child potty training, so I thank you. The nursery is also helping with speech and language, especially my son was unable to put his point cross, now his ability to explain something he needs etc has increased. When my son lost his coat, the nursery worked hard to make sure his coat was retrieved so the next day they gave my son's coat back. Overall, the nursery has been so helpful to me unlike my son's previous Children Center. Thanking you, Rebecca Cheetham in advance."

"My child seems happy and does lots of different activities and likes the staff."

"First off all, my son wouldn't settle in nursery but I then decided to change him to the afternoon which I got help with from the school. Oliver is now very much settled and is enjoying nursery he is communicating and talking a lot more also he has grown in confidence so I would like to say thank you for all your help and support."

"It's a good nursery and they meet all my sons needs!"

"My sons teacher helped me take the dummy away after months of struggling to do so; he now travels without it."

"Brilliant, better than other nurseries my daughter has attended. More spacious, a lot more to do and it's educational. Very happy!"

"Key person Martha is brilliant at settling the children and catering to their individual needs. Very happy parent."

"The nursery staff is very professional and friendly!"

"My experience has been great. I am familiar with the nursery and have heard good things about the nursery from others who directed me to this nursery in the first place."

"Superb staff and welcoming environment."

"It's been a really good experience, everyone is helpful and my child is happy here."

"We are really happy about the nursery. We appreciate the staff and we feel comfortable with them."

"The profile making is simply superb. I am really impressed."

"My child attends the nursery and seems to be very happy. I haven't had any problems during this time and feel that my child is safe and is always encouraged to learn. Staff are always polite and welcoming and it's nice to see that unknown parents/carers/relatives are challenged when picking up another child. Well done to all the staff. Keep up the good work!"

"Overall I feel the nursery is outstanding in meeting my child's needs. Staff are friendly and helpful. Thank you everyone."

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.

“Yesterday my son clothes were wet and I wasn't happy; it was busy day and I didn't say anything”

I am sorry you had that experience. We try to ensure that children have been changed if they get wet during their play and unfortunately on this occasion it did not happen. If something like this happens in the future, please speak to your child's key person or class teacher immediately to find out what happened and a staff member can change your child before you go home. To aid in this, please make sure you have a labelled change of clothes ready at the nursery.

“More communication about internal goings on, staff changes, process and policy changes and more parent involvement if the parent shows interest would be great.”

Thanks for your comment; you raise some valid points. At the moment, we produce a monthly newsletter where we attempt to give you as much information as possible regarding staff changes; people who are leaving and those returning or starting afresh. We provide copies of relevant policies to all parents when they begin with us and statutory policies can be found on our website. Any other policies and procedures can be requested if there is something in particular that you are looking for. In regards to parent involvement, we have been begging parents to get more involved with us for years! Please join us at our parent forums, which we offer on a monthly basis and our Open Days. Parents are also encouraged to volunteer their time in whatever capacity they can; if this sounds like something you can do, please speak to a member of our office team for a form.

“At the moment the staff turnaround is a little worrying, many staff seem to be leaving.”

Since the beginning of the 2015/16 academic year we certainly have a lot of new faces around which is exciting in one respect but can be unsettling for parents/carers who are used to staff who have been here for a number of years. People leave jobs for a number of reasons and the majority of staff who have left since September had been with us for a very long time and they felt it was time to move on in order to challenge themselves in a professional capacity. Other staff may have been looking for a position that better suited their personal family needs and sought work that could offer them such flexibility. Whatever the reason staff leave, please rest assured that the new staff in place have been recruited using stringent vetting procedures and have been given clear guidelines as to how we do things at Rebecca Cheetham; very soon they will feel like part of the furniture!

“The staff are really welcoming and I do feel like I can raise issues however I would have liked a parents evening to discuss my child's progress as any morning discussions seem rushed”

Thank you for your feedback. I can understand that there seems to be little time to discuss children's progress at drop-off time. Whilst we offer Parent Consultations during the year and email children's observations every half-term, sometimes you would like to know more. You are very welcome to make an appointment to speak to your child's key person. You can do this informally during drop-off and pick-up and they will negotiate a time to speak with you.

“Parents forum : ways to get the parents more involved should be highlighted.”

I agree that it should be given more publicity. We have taken your thoughts on board and produced promotional flyers for our February meet up and sent text messages to parents/carers. Currently, we have 14 parents booked on which is great. Looking forward to having you on board.

“Consistent settling in policy- communicating clearly with parents. Name tags, book bags etc to be established in the first week to give children sense of belonging.”

We have a settling-in policy in the nursery and we endeavor to ensure that we stick to what it says in that document. Sometimes we may have to stray a little from script as every individual case is different. If you feel that we did not do what we said we were going to do, we would like to hear about it so we can ensure it doesn't happen again. In the same vein, if your child did not have their name tags or pegs ready to go for when they arrived, we can only apologise, but would like to know more so we can do better in the future.

“But I was little upset about my child got hit in his head. And the teachers are saying that it is common in the nursery. I am little bit upset in that matter. Safety for children should be given more importance.”

I can understand that you would feel upset if your child got hit in the head whilst at nursery and I'm sorry that you felt the response was unsatisfactory. When the staff say it is common in the nursery, they are trying to say that many children will have accidents in a setting that promotes independent learning, especially if your child has a sense of adventure, curiosity and rapidly developing physical skills. We endeavor to make children's safety our first priority; our recent Ofsted inspection highlighted our commitment to the safety of children as “Outstanding”. Please rest assured that everything in the nursery has been risk assessed to ensure that it is as safe as possible; however, it is important to add that children do need a level of risk attached in order to learn. If you feel there is something we could do better, let us know and we can ascertain whether we need to make changes.

“I think the water should be stopped when is cold outside also the kids shouldn't be out playing when the weather is terrible.”

Children can learn a great deal from utilising the outdoor space and during registration we tell all parents that the outdoor provision is just as much part of the classroom as the indoors. We ensure that children you chose to go outside have appropriate clothing on, including coats and hats; this is a learning opportunity in itself. Discouraging children from exploring outside means that we are halting their education and all good early years settings will encourage the outdoors in whatever weather. Children learn best when they are allowed to explore and be curious on their own terms and in relation to their unique interests and the outdoors is a wonderful place for learning to happen.

“The nursery could be more effective with working together as a team and ensuring all information is shared and displaying a sense of unity throughout the nursery instead of each individual practitioner having a different view on the nursery and having different information regarding children and policies.”

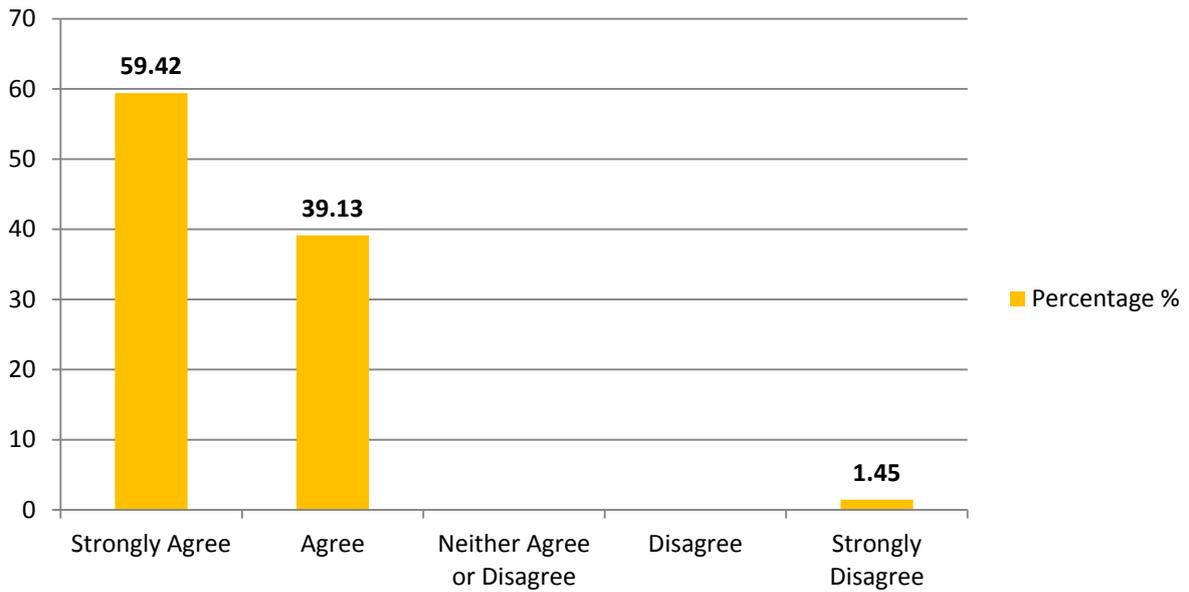
I think you raise a valid point and this is something we can definitely work at making better. One way we can do this is through our policies, which we will be aiming to re-introduce to staff on a regular basis so we are working together and doing things in the same way. One area that we have felt needs particular attention is our procedures relating to settling in; we have just updated the policy and it has been ratified by governors; staff will be provided with the policy this week so we are all on the same page. In regards to information about children, I suggest you speak directly to the key person for information regarding your child/ren. In regards to being more effective at working together as a team, we can always improve on this.

“Emails could be responded to quicker and paying the nursery needs to be much easier than it currently is. It would be much simpler to be able to pay via Internet transfer or Direct Debit as the current system is disorganised. “

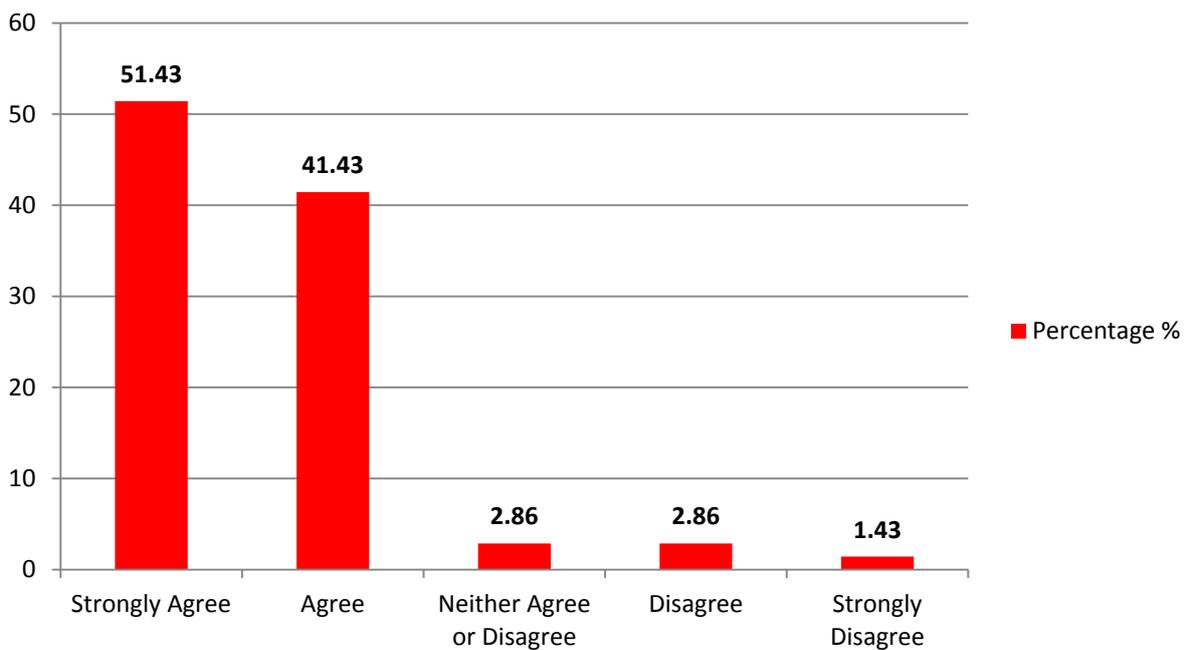
“...a bit more information would be good is what's the difference between green and blue rooms.”

This is a common question we have and the simple answer is that there is no real difference in terms of children or age groups or ability. Our three and four year old children are mixed between the two rooms and throughout the day the children have an opportunity to use both classrooms and the outdoor space so children have an opportunity to move between an even larger space than their classroom. I hope this clears this up for everyone.

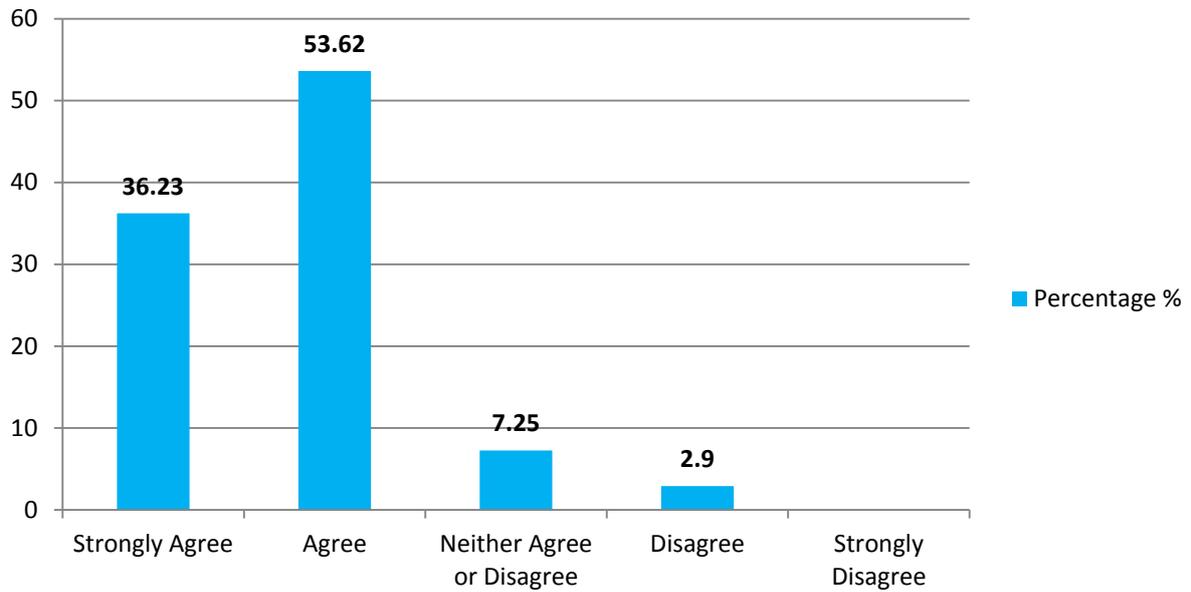
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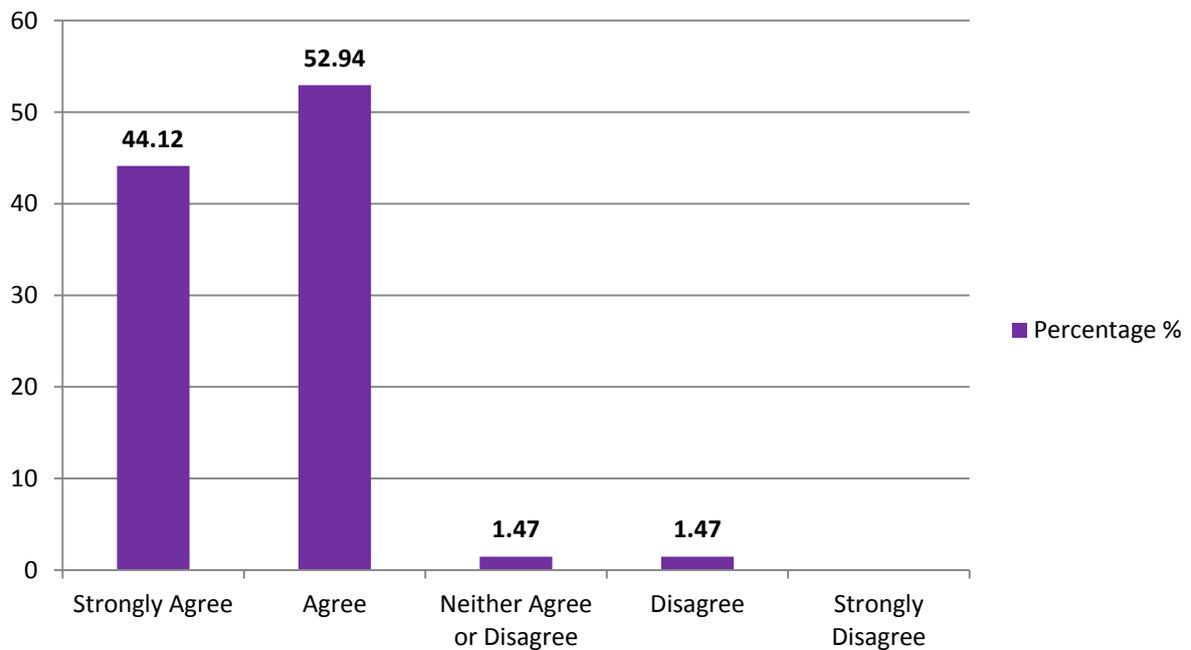
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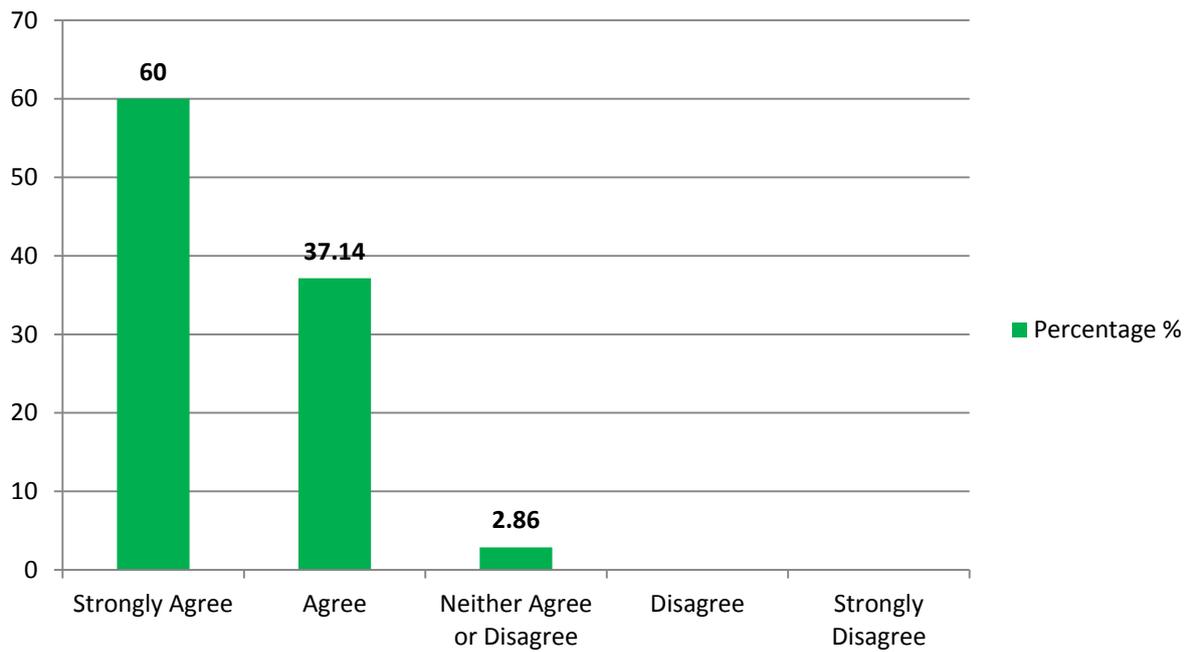
3. My child's individual needs are recognised and met by the nursery.



4. My child is sufficiently stimulated at nursery.



5. My child is happy at nursery.



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

