

# Parent/ Carer Annual Survey 2016/17



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 65 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.*

90.5% of parents agree that they felt welcomed at the nursery and they knew who to go to for help; this figure is down by 8% from last year which means there is some work for us to do in this area. 4.8% of parents neither agreed or disagreed and 4.8% disagreed. We always encourage parents/carers 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 (Rainbow) for further assistance. For administrative and finance related matters, the front office is the place to go, whilst Subina, our BSIL Co-ordinator in the Children's Centre 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 from the team, you are welcome to make an appointment to speak with Mandy our Deputy Head Teacher or Rohan our Head Teacher. 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 95.2% 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. We have also implemented more stringent strategies and approaches to safeguarding to ensure concerns are acted on even more swiftly. 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 4.8% of respondents who neither agreed or disagreed that the nursery offered a safe environment. We aim for all parents to feel the environment is safe and that any risks are managed or assessed for safety. 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.***

87.3% of respondents felt that the nursery recognised and met their child's individual needs. The remaining 9.5%, neither agreed or disagreed whilst 3.2% 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 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.***

98.4% felt that your child is sufficiently stimulated at nursery, which is wonderfully encouraging and an improvement of 1.4% 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 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. 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 98.4% of respondents tell us that their child is happy at nursery. This is an increase from last year of 1.3%. 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. 1.6% 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. 90.5% of you felt able to discuss things with staff and felt that issues were dealt with effectively which was an increase of 1.9% 6.3% responded with neither agree or disagree, whilst 3.2% disagreed that this was the case which was a drop of 5.4% from last year. 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. These comments have been taken verbatim.**

*"Very good experience overall. Always a bright cheery welcome in the mornings from staff, who are also very approachable. My child is really happy there and the standard of care and professionalism is maintained at all times whether in the nursery/childrens centre or out and about in the library sessions and trips to theatre etc. Don't have any negatives."*

*"My son he is talking so much better and he understand more. If I had any worries about my son. I can easily talk to teacher and they do help you and sort the problem straight away."*

*"I cannot praise all the nursery staff enough for their manner with the children, it is clear that there is genuine affection there and they are really considerate of the kids. They give the kids such a rich variety of activities and experiences. I feel my daughter is in really safe and caring hands and she is so happy to go in every day."*

*"We have been very happy with the experience at Rebecca Cheetham and the staff have given me some helpful advice to take home."*

*"My child attends the extended day provision and I am very pleased with the service, care and constant communication that is provided by the dedicated staff at the centre. I appreciate the termly observations which helps me see the wonderful new skills my child is gaining and also the stimulating and exciting activities which he can access. He loves coming to nursery and to me this is the most reassuring thing as a working parent. Thank you."*

*"I like this nursery because the garden is very big and is well organised for children's development. Also, I would say a big "thank you" to the teachers, my son learned a lot in a short period of time."*

*"I am really impressed by all the staff in the nursery. They all treat my child kindly and as an individual and I find myself learning many things from them."*

*"Whenever i have had any concerns or issues i have always been able to talk to someone and it is dealt within in a timely manner."*

*"Rebecca Cheetham is a very dynamic nursery, my son has learnt and has been exposed to far more than I can imagine. The nursery is open to working with parents to achieve the best possible outcomes for the children and open to criticism in order to learn, lead and serve. Wonderful crop of teaching and support staff. An outstanding provision!"*

*"Rebecca Cheetham provides a warm safe environment for my little one and has definitely contributed to his development in the past year."*

*"We are extremely happy with the environment and opportunities which the nursery offers, as well as the welcoming and friendly staff. Our child is happy and well-cared for and enjoys attending the nursery. Thank you to the whole team for all your hard work and dedication."*

*"My daughter has become more social, inquisitive and her vocabulary has expanded since visiting Rebecca Cheetham. A friendly, safe, stimulating environment for little people to explore the world."*

**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.**

*“Good experience but there should be fruits and milk offered to children even if they attend half a day. I would have been happy to contribute to my child's fruit and milk.”*

A healthy snack is always offered to children during their three hour session with us and it is usually fruit that is provided, along with making sure water is available to drink. We have been working with our milk suppliers in order to go to individual bottles of milk as opposed to the large bottles we had been receiving so milk should be available to take home at the end of the session. We prefer not to have milk in the setting in case it spoils and to ensure children with allergies or intolerances do not access something they shouldn't.

*“The themes they are learning in class could be shared more frequently with parents so we can further support children, as it's not always obvious what the theme is from the class environment. Also to provide more challenges to investigate, problem solve, question through facilitating quality learning activities.”*

*“I think that the administrative part and communication between the nursery and parents can be improved. I would like to know more about what he is learning every day/week and to can continue this learning process at home.”*

This is a timely opportunity to review how we attempt to communicate with parents and share the learning that goes on in the learning environment. The planning is available in the classroom for anyone to read through and can also be accessed via the Rebecca Cheetham app which is a convenient way for us to share information with families as it can be accessed directly from your mobile. We always encourage parents/carers to have a look at the planning so they can ask their children meaningful questions of their child's day. The planning also gives an idea on how we aim to challenge children and the rooms all have a “Challenge Activity” for children who want to extend learning or do more investigative play. We also value children utilising the very large space to play, as it is through play that children will do the most influential learning.

The staff also spend time going through the Green Home Books where often, they will give you ideas on how you can help at home.

*“Better proactive feedback at pick up would be great. Unless asked, we don't find out if our child (rainbow room) ate or slept.”*

*...it feels that the parents dropping their children off for the extended (paid) care do not get the parent/key worker interaction that those parents dropping their children off at 9am do. My child's key worker is rarely there for drop off or pick up and as a result we feel we lack an understanding of how our son is getting on day to day... simple daily feedback such as how much my son has eaten (one register per table at mealtimes would solve this really quickly) and notes on specific things (such as why my son's clothes are soaking wet) could be left for staff working late to explain to parents.”*

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, ate, slept and had a great time at nursery.

We value the time that staff spend with the children rather than having staff spend time filling in a daily feedback form. If staff were asked to do a write up at the end of the day of every child in their key worker group, it would compromise the quality of the care we offer to your child and infringe on the observations we send out to you every half term. We think it is more important for staff to be interacting and supporting play rather than having heads down preparing feedback which may generally be the same most days.

In regards to speaking to the team at the end of the day, we try to make those interactions quick and efficient in order to ensure children are being supported sufficiently in the room. You are always welcome to make an appointment to speak to your child's key worker and we will be happy to provide appropriate cover whilst that discussion takes place. It is also important to note that more than one member of staff works with your child, so there will usually be someone on site who could help you out.

The half termly observations are designed to give you more regular feedback as to how your child is getting on and you are always welcome to look through your child's special book regardless of what time you drop off or pick up.

*"A minor improvement to be made is that there is often a disconnect between reception staff and the key workers, and passing on messages for example (both ways) is sometimes inefficient or delayed. Or sometimes I am told by the key workers to ask at reception for specific information about something but reception staff do not know anything about it."*

*"I am happy with the nursery but I do find the communication it's the good and often find out information from other parents where things have been told to some but not others. I really think that is a big issue and needs working on."*

You raise a very valid point and better communication is always something we are keen to work on here at Rebecca Cheetham. We are always attempting to introduce new ways to make sure messages are dealt with in a consistent manner throughout the nursery but we don't always get it right. As our staff work on shift patterns we sometimes have to rely on emails and written communication to make sure information is passed on to the relevant people. However, we do need to make sure that there is consistency between all parts of our nursery and we will endeavour to find ways to make sure this happens.

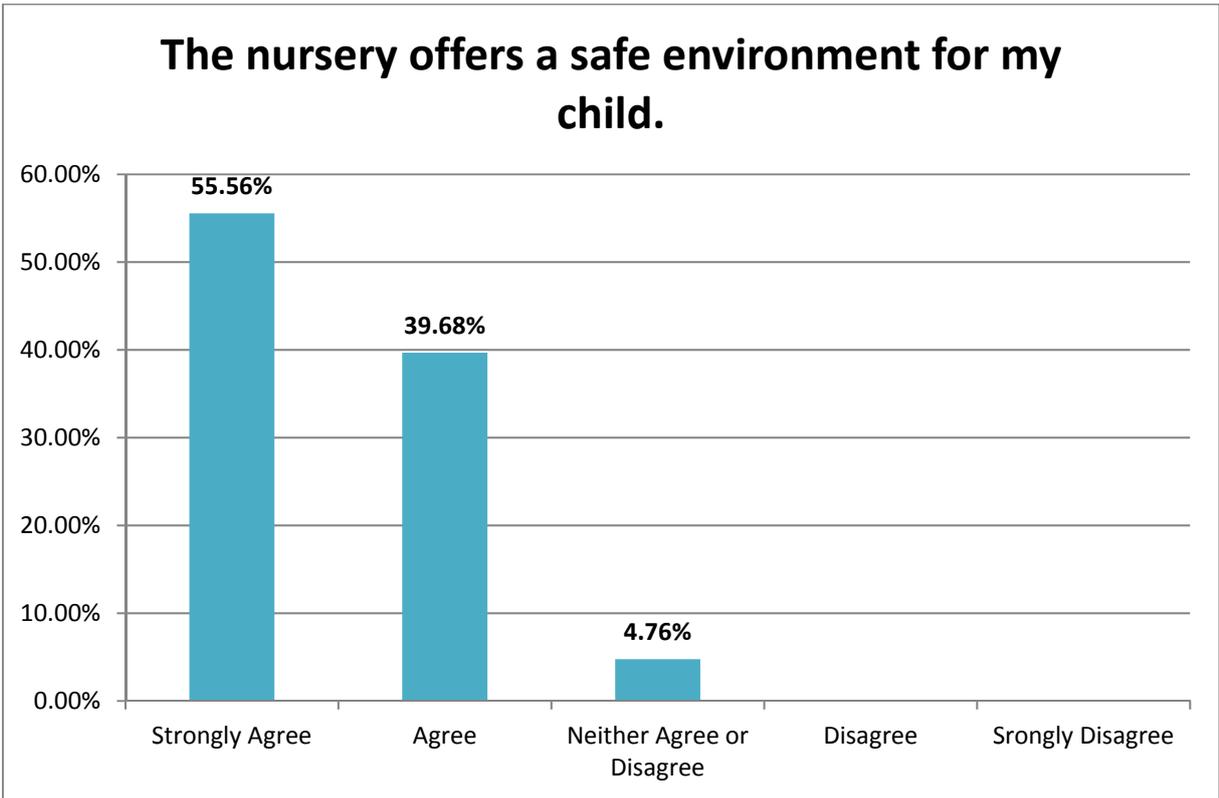
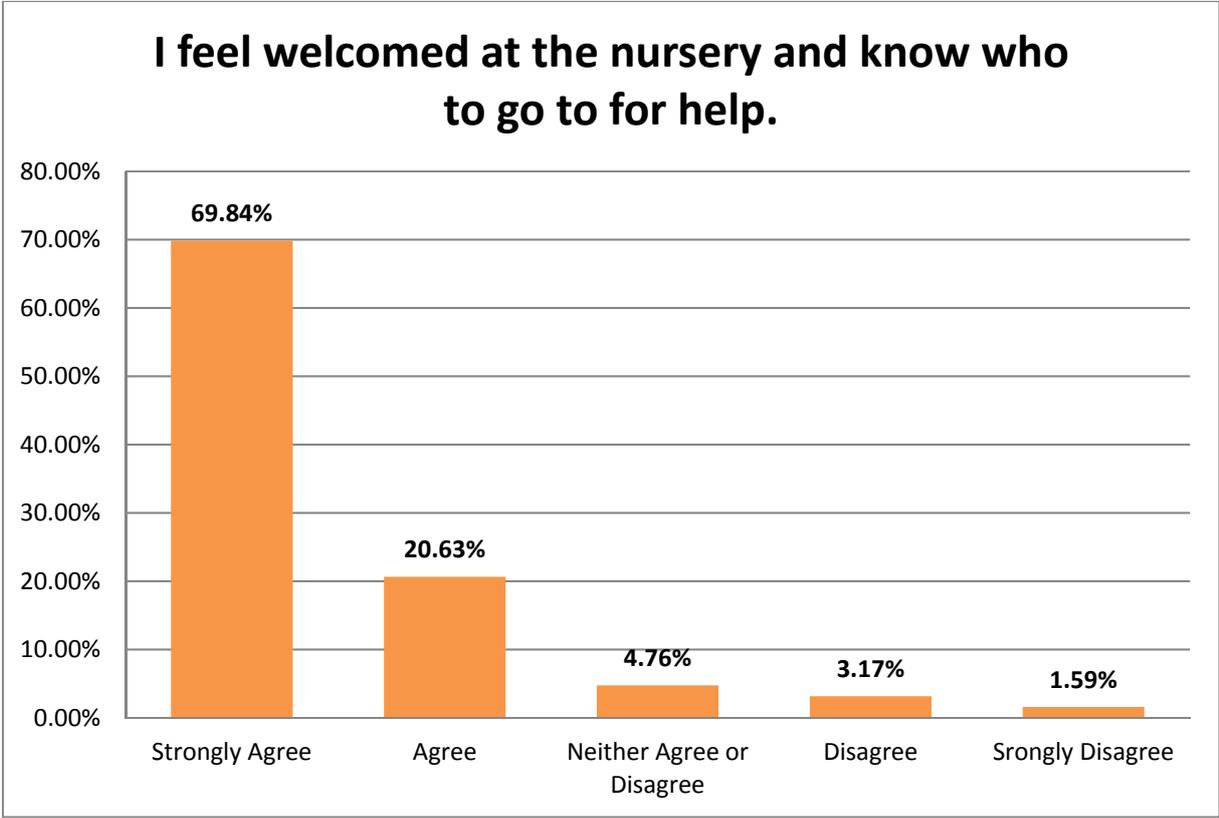
I agree that finding out information from or after other parents is something very frustrating. We try to put as much information as possible in the newsletter so parents can pre-plan and we aim to update the app and website as often as we can. We have just installed a monitor in the foyer to help relay messages and give parents an insight into what happens in the nursery. And of course, our text messaging system is a good way of relaying messages. In relation to this, please ensure the front office is always kept up to date contact details to facilitate this service.

*"It would have been helpful to have full information about the nursery and it's philosophies at the start, as well as information about processes and how the Nursery is run as I didn't get that with my child. I learnt this information 4 months after my child started because I attended an open day/parent forum. Also my child was not given a learning book and bag until then so we had missed out 4 months of this, and again I only knew of this at the open day meeting."*

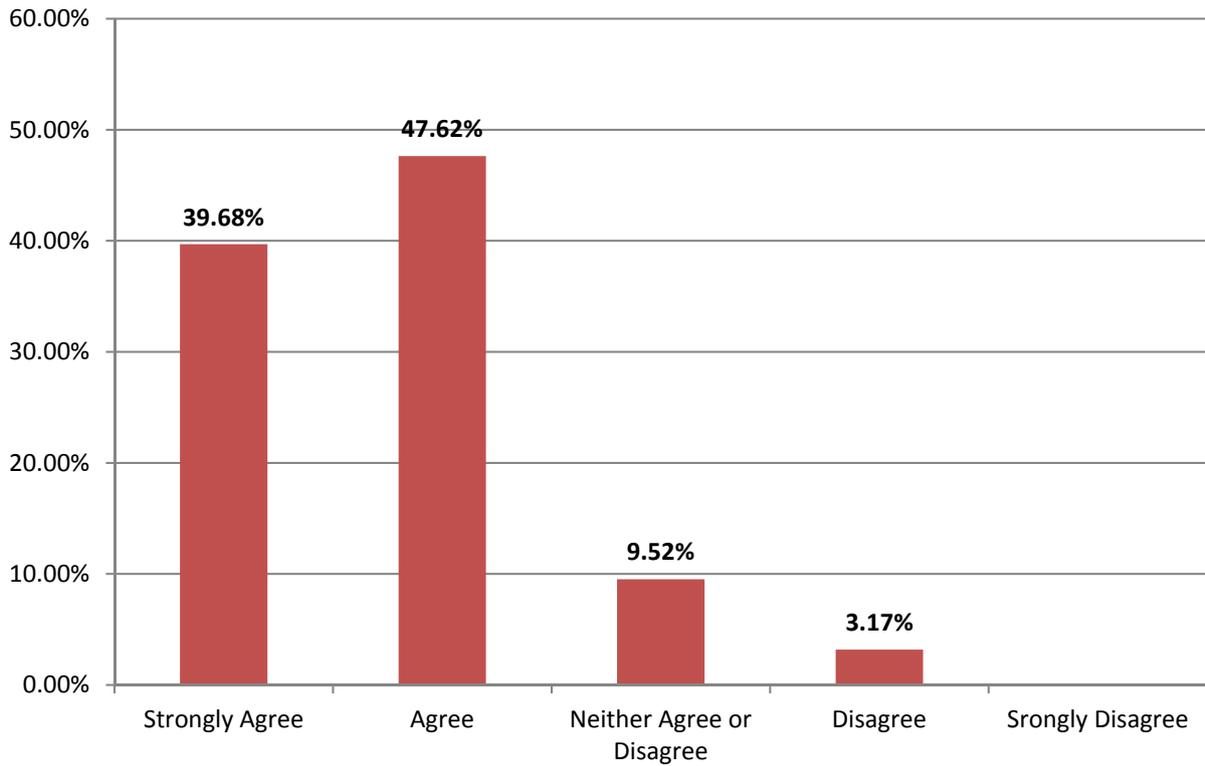
We provide all our new starters with an information pack upon their enrolment in our setting which is usually provided during the home visit. The information pack provides a wealth of information, including the handbook which outlines school philosophies, policies of the nursery and general information regarding the running of the nursery.

We are constantly advertising our Parent Forum sessions, however we have yet to receive a consistent high amount of attendees. This is a real missed opportunity as they provide a wealth of information and is an opportunity to liaise with both staff and other parents.

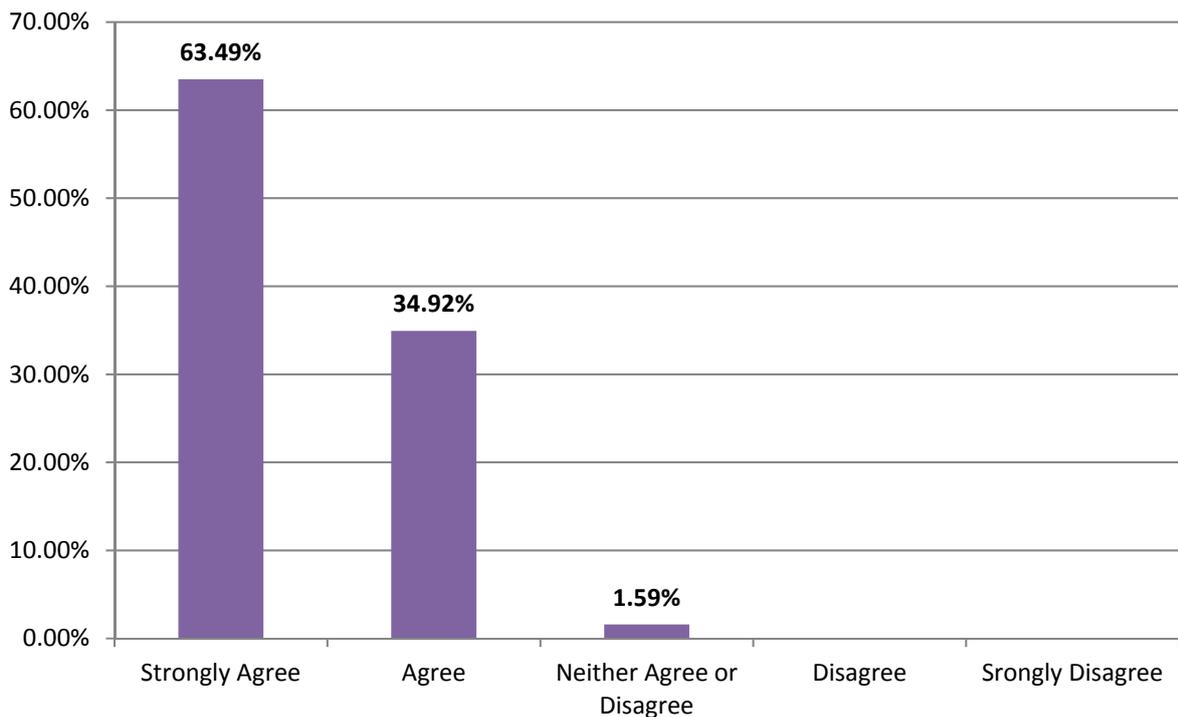
We will look into why some parents did not receive Home Books or Book Bags; they are generally given out during the child's first week in nursery. We can look into ways to ensure this does not happen again in the future.



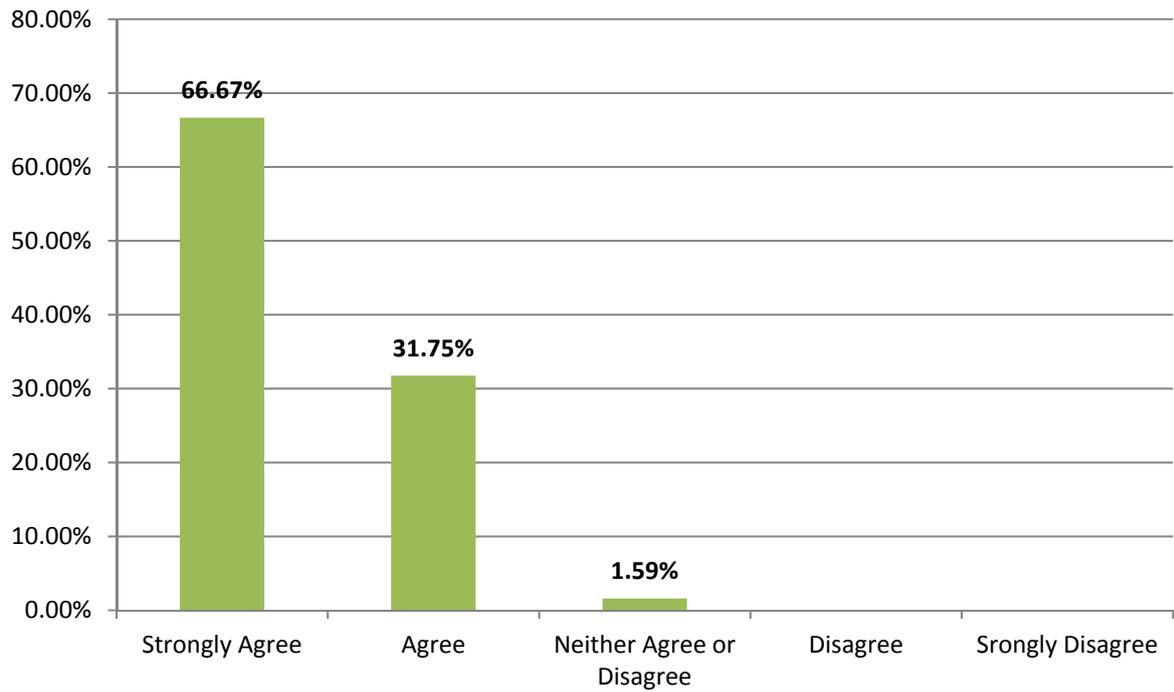
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