

STEPPING STONES NURSERY SCHOOL PARENT QUESTIONNAIRE RESULTS

Dear Parent/Carer,

In June 2016 we asked you to complete our Parental Questionnaire. We issued 96 questionnaires and had a total of 25 questionnaires returned.

Many thanks to all who took the time to complete these. We very much appreciate this and are delighted at the positive feedback we received. We will continue to work hard over the next year to address any issues raised and to make further improvements to our service.

Many thanks again.

Caroline, Carol-Ann and staff

We asked:

Overall are you happy with the service YES 25 NO 0

SECTION 1 – QUALITY OF CARE AND SUPPORT

	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
I received clear information about the service before my child started using it.	21	3			1
My child and I were able to visit the service before using it.	22	2			1
My child is happy at nursery.	24	1			
My child attended settling in (induction) session(s) prior to starting regular sessions at the nursery.	24				1
My child enjoys the learning experiences at nursery.	25				
I am happy with the quality of care my child receives.	22	3			
Children are consulted about their likes and dislikes.	19	4			2
My child is supported to fully meet their potential.	22	3			
Children's interests are taken into account.	21	4			
There is a wide range of activities available to meet children's needs.	23	2			
My child has the opportunity to sleep or rest when they need to.	23	1			1
The service provides my child with a healthy snack which	24	1			

meets their dietary & cultural needs.					
My child is encouraged to engage in good personal hygiene routines whilst at nursery e.g. tooth brushing & hand washing.	24	1			
I receive regular communication from nursery staff about my child.	23	2			
I feel happy approaching staff for help and support.	23	2			
I feel comfortable approaching staff to talk about my child's needs.	23	2			
I am kept informed about what is happening in the nursery through newsletters, website, facebook, daily diaries & nursery notice boards.	22	3			
Staff encourage my child to form positive relationships with other children.	22	2			1
If my child requires specialist support the nursery staff will help me access specialist services e.g. speech & language therapy.	24	1			
I am aware of the nursery's Healthy Eating & Packed Lunch Policy.	22	2	1		
I am aware of the nursery's Promoting Positive Behaviour Policy.	20	3	2		
I am aware of the nursery's complaints procedure.	20	4	1		

SECTION 2 – QUALITY OF ENVIRONMENT

	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
The nursery playrooms, common areas & resources are kept clean, bright and in good order.	24	1			
The nursery outdoor play areas are safe, spacious and well maintained.	23	2			
The nursery is a safe place for children to attend.	24	1			
If something breaks I know it will be dealt with appropriately.	22	3			
The setting is stimulating for children.	23	2			
The nursery's indoor and outdoor play areas are well equipped with age appropriate toys and resources.	23	2			
A range of interesting information is displayed in the nursery reception area.	23	2			

SECTION 3 – QUALITY OF STAFFING

	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
I am confident that staff have the qualifications, skills and experience to care for my child and support their learning and development.	21	4			
I am confident that there are always enough staff in the service to provide a good quality of care.	22	3			
My child appears happy and confident with staff.	23	2			
I am confident that the staff will protect my child from harm, abuse, bullying and neglect.	22	3			
The staff treat my child fairly and with respect.	23	2			
Staff keep me well informed of my child's progress.	21	4			
Staff are approachable and make time to listen to my concerns.	23	2			
Staff deal with my concerns appropriately.	22	3			

SECTION 4 – QUALITY OF MANAGEMENT AND LEADERSHIP

	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
Senior Early Years Practitioners are approachable and helpful.	23	2			
Nursery depute manager is approachable and helpful	24	1			
Nursery managers/owners are approachable and helpful.	21	4			
I am treated like a partner in my child's care and education.	23	2			
I get the chance to speak openly about anything that concerns me.	24	1			
Staff make an effort to explain what happens in the nursery.	22	3			
The nursery team is lead well and works well together.	20	3			2
The nursery involves parents/carers in developing the service by regularly asking for comments and suggestions.	21	4			
Parent's opinions and suggestions are valued.	20	5			

Some of the comments and suggestions from parents are ...

- **To provide copies of songs and activities to try at home**
Action: Copies of some of our songs and rhymes are very often displayed in our cloakroom area and are in handout format so that you can help yourself to these. We hope to add the words of some of our more popular songs to our website and will try to include song words and activities more frequently in our homelink experiences.
- **We are not sure where to find copies of your nursery policies**
Action : We have our Promoting Positive Behaviour, Healthy Eating and Packed Lunch and Complaints policy included in the Welcome Pack that we issue to all families starting at the nursery. These can also be found in our Policy Folder which you can find on the bookshelf in our foyer area. We will display these 3 key policies in the foyer area so that access to these is more straightforward.
- **We would have liked to have been able to visit the nursery when children are actually using it**
Action: We organise for our full nursery visits to take place at 5.15pm to allow prospective parents/carers the chance to look around in each playroom without unsettling our children. We feel strongly that taking unfamiliar adults into playrooms is not in the best interests of the children in our care. However, we do operate an 'open door policy' and parents are more than welcome to come to view the nursery 'in action' at anytime during the nursery day when they can look through the windows and into playrooms under the supervision of a staff member.
- **There is not much shade available on a sunny day in the front garden**
Action: As per our Sun Awareness policy, children are protected on sunny days with sunhats, suncream and the length of time they spend in direct sunshine. Our 3 garden areas provide shade at different times of the day and staff are careful to ensure that children have access to shade when playing outside on a sunny day, for example using a sun umbrella, making a den with material or using the pop-up tent. We will continue to take sun safety seriously - we would just like more days to be able to do this!!
- **We would like hot lunches to be provided by the nursery**
Action: Unfortunately we do not have the space to put in a commercial kitchen to allow hot food to be prepared on nursery premises. We are governed by Environmental Health guidelines with regards to reheating foods, full details of which can be found in our Healthy Eating and Packed Lunch policy. We try to ensure that children are involved in a variety of cooking experiences and that on at least 2 days per week our children have the opportunity to have a healthy hot snack.
- **We would like more regular updates on the nursery website and facebook page**
Action: We hope you have noticed that we are trying to add to our Facebook page on a more regular basis and this is something, along with the website, that we will continue to work on.



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