

STEPPING STONES NURSERY SCHOOL PARENT QUESTIONNAIRE RESULTS

Dear Parent/Carer,

In May 2015 we asked you to complete our Parental Questionnaire. We issued 100 questionnaires and had a total of 27 questionnaires returned.

Many thanks to all who took the time to complete these. We very much appreciate this and will 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 27 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.	25	2			
My child and I were able to visit the service before using it.	25	2			
My child is happy at nursery.	27				
My child attended settling in (induction) session(s) prior to starting regular sessions at the nursery.	27				
My child enjoys the activities at nursery.	27				
I am happy with the quality of care my child receives.	27				
Children are consulted about their likes and dislikes.	22	5			
My child is supported to fully meet their potential.	24	3			
Children's interests are taken into account.	22	5			
There is a wide range of activities available to meet children's needs.	24	3			
My child has the opportunity to sleep or rest when they need to.	22	5			
The service provides my child with a healthy snack which meets their dietary & cultural needs.	25	2			

My child is encouraged to engage in good personal hygiene routines whilst at nursery e.g. tooth brushing & hand washing.	26	1			
I receive regular communication from nursery staff about my child.	23	4			
I feel happy approaching staff for help and support.	23	4			
I feel comfortable approaching staff to talk about my child's needs.	24	3			
I am kept informed about what is happening in the nursery through newsletters, website, facebook, daily diaries & nursery notice boards.	25	2			
Staff encourage my child to form positive relationships with other children.	25	2			
If my child requires specialist support the nursery staff will help me access specialist services e.g. speech & language therapy.	19	7	1		
I am aware of the nursery's Healthy Eating & Packed Lunch Policy.	23	3			
I am aware of the nursery's Promoting Positive Behaviour Policy.	22	4	1		
I am aware of the nursery's complaints procedure.	19	7	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.	27				
The nursery outdoor play areas are safe, spacious and well maintained.	27				
The nursery is a safe place for children to attend.	27				
If something breaks I know it will be dealt with appropriately.	23	4			
The setting is stimulating for children.	25	2			
The nursery's indoor and outdoor play areas are well equipped with age appropriate toys and resources.	26	1			
A range of interesting information is displayed in the nursery reception area.	23	4			

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.	25	2			
I am confident that there are always enough staff in the service to provide a good quality of care.	21	6			
My child appears happy and confident with staff.	25	2			
I am confident that the staff will protect my child from harm, abuse, bullying and neglect.	24	3			
The staff treats my child fairly and with respect.	25	2			
Staff keep me well informed of my child's progress.	23	4			
Staff are approachable and make time to listen to my concerns.	23	4			
Staff deal with my concerns appropriately.	22	5			

SECTION 4 – QUALITY OF MANAGEMENT AND LEADERSHIP

	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
Senior Early Years Practitioners are approachable and helpful.	25	2			
Nursery managers/owners are approachable and helpful.	22	4	1		
I am treated like a partner in my child's care and education.	22	5			
I get the chance to speak openly about anything that concerns me.	21	6			
Staff make an effort to explain what happens in the nursery.	23	4			
The nursery team is lead well and works well together.	23	4			
The nursery involves parents/carers in developing the service by regularly asking for comments and suggestions.	22	5			
Parent's opinions and suggestions are valued.	21	6			

We are delighted with all the positive feedback we have received and you will soon be able to see some of these comments on our website.

Some of the suggestions from parents are ...

- **To label shoe boxes as well as pegs**

Action : We did try this when we opened, but unfortunately labels went missing, or shoes were put back in the wrong place after outdoor play so we still had the same problem! Please rest assured that we do our best to ensure that shoes are kept together and that they are put back in a box near where jackets are hung up.

- **To use Facebook more regularly to update on happenings in each room**

Action : We now update our Facebook page on a more regular basis and have nominated staff to do this. We will not be posting pictures of children at play, but will endeavour to share some room activities on a regular basis. We also have a new 'Parent's Committee' facebook page, which we hope will allow parents to chat together more easily and share ideas with each other.

- **To have a wider choice of healthy snacks**

Action : All snacks are made up with 50% fresh fruit. If our snack menu says 'houmous and carrot sticks', snack will also include a selection of fresh fruit. We receive a delivery of seasonal fresh fruits and supplement this ourselves with more unusual fruits, including mango, pineapple and papaya. Snack is changed daily, and is on a 5 week rota, to ensure all children experience a wide variety of healthy snack foods. During the colder months this includes hot snacks like soups (which children help to make) and porridge. Snack also includes trying foods from around the world, like haggis, pakora, rice and curry, pasta and noodles. For details of our snacks, please see our website or the room noticeboards in the entrance area.

- **To use reusable nappies**

Action : After much discussion with Care Inspectorate, our policy remains unchanged and we will not be using reusable nappies within the nursery. This decision is based on the amount of storage which would be required in order to provide this service to everyone, and on our Infection Control policies and procedures. For any further information, please speak to Carol-Ann or Caroline.

- **To ensure access is granted quickly from the cloakroom area to the Discovery Zone**

Action : We now have designated rooms in charge of answering the door at session start times. We hope that this will alleviate this issue.

- **To enhance our outdoor area, using tubs and plants as well as growing our own vegetables**

Action: As part of our Improvement Plan, we will be focussing on enhancing the provision we currently provide outdoors. This will include planting tubs to add colour, and growing our own vegetables - something we have done in the past, but was not very successful this year! Any help with this would be gratefully received!

- **To provide copies of songs to parents**

Action : There are copies of some songs available on our noticeboards, but due to the wide range of songs we sing, it is not possible to display each one - please just ask a member of staff if you would like words to a particular song, we'll be happy to print them out for you!

- **To involve parents more in the transition process**

Action : We have adapted our transition paperwork to ensure that during transition, parents are fully involved in the process. We now offer visits for parents to the receiving room, a chance to meet the new room staff and the chance to speak to your child's new key worker, identifying health and wellbeing targets for your child. We hope that this will allow children to transition between rooms seamlessly and reassure parents during this time.