

STEPPING STONES NURSERY SCHOOL PARENT QUESTIONNAIRE RESULTS

Dear Parent/Carer,

In May 2017 we asked you to complete our Parental Questionnaire. We issued 99 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 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 26 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.	19	7			
My child and I were able to visit the service before using it.	20	5	1		
My child is happy at nursery.	19	7			
My child attended settling in (induction) session(s) prior to starting regular sessions at the nursery.	21	5			
My child enjoys the learning experiences at nursery.	19	7			
I am happy with the quality of care my child receives.	18	8			
Children are consulted about their likes and dislikes.	16	10			
My child is supported to fully meet their potential.	17	9			
Children's interests are taken into account.	19	7			
There is a wide range of activities available to meet children's needs.	19	7			
My child has the opportunity to sleep or rest when they need to.	19	7			
The service provides my child with a healthy snack which meets their dietary & cultural needs.	21	4			1

My child is encouraged to engage in good personal hygiene routines whilst at nursery e.g. tooth brushing & hand washing.	21	4			1
I receive regular communication from nursery staff about my child.	20	5			1
I feel happy approaching staff for help and support.	18	7			1
I feel comfortable approaching staff to talk about my child's needs.	17	8			1
I am kept informed about what is happening in the nursery through newsletters, website, facebook, daily diaries & nursery notice boards.	17	8			1
Staff encourage my child to form positive relationships with other children.	17	8			1
If my child requires specialist support the nursery staff will help me access specialist services e.g. speech & language therapy.	17	8			1
I am aware of the nursery's Healthy Eating & Packed Lunch Policy.	17	8			1
I am aware of the nursery's Promoting Positive Behaviour Policy.	17	8			1
I am aware of the nursery's complaints procedure.	18	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.	21	5			
The nursery outdoor play areas are safe, spacious and well maintained.	22	4			
The nursery is a safe place for children to attend.	22	4			
If something breaks I know it will be dealt with appropriately.	19	7			
The setting is stimulating for children.	19	7			
The nursery's indoor and outdoor play areas are well equipped with age appropriate toys and resources.	19	7			
A range of interesting information is displayed in the nursery reception area.	21	5			

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.	19	7			
I am confident that there are always enough staff in the service to provide a good quality of care.	18	8			
My child appears happy and confident with staff.	20	6			
I am confident that the staff will protect my child from harm, abuse, bullying and neglect.	18	8			
The staff treat my child fairly and with respect.	19	7			
Staff keep me well informed of my child's progress.	19	7			
Staff are approachable and make time to listen to my concerns.	17	9			
Staff deal with my concerns appropriately.	17	9			

SECTION 4 – QUALITY OF MANAGEMENT AND LEADERSHIP

	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
Senior Early Years Practitioners are approachable and helpful.	19	7			
Nursery depute manager is approachable and helpful	20	6			
Nursery managers/owners are approachable and helpful.	18	7	1		
I am treated like a partner in my child's care and education.	17	9			
I get the chance to speak openly about anything that concerns me.	17	9			
Staff make an effort to explain what happens in the nursery.	18	8			
The nursery team is lead well and works well together.	17	8	1		
The nursery involves parents/carers in developing the service by regularly asking for comments and suggestions.	19	7			
Parent's opinions and suggestions are valued.	18	8			

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

- **We would like hot lunches to be provided by the nursery**

Action: This is something that we have looked into in great detail before. 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 one morning and one afternoon per week our children have the opportunity to have a healthy hot snack.

- **We would like more regular posts on the facebook page**

Action: We hope that you have noticed that we are adding to our Facebook page on a more regular basis, showing the wide variety of experiences going on in all three of our playrooms. This is an area we will continue to monitor to ensure that we use this platform effectively.

- **I am not confident that the staff have the qualifications to care for my child and the skills to support their learning and development**

Action: Both Nursery Owners have teaching degrees and our Depute Manager holds the BA Childhood Practice degree. Early Years Practitioners hold either HNC or SVQ3 childcare qualification and our nursery assistants are working towards their SVQ3 qualifications. We will add these details to our staff board so that it is clear what qualifications our staff hold. Staff are closely monitored by our management team to ensure that each children's individual needs are being met. We ensure that we meet our child:adult ratio requirements at all times throughout the nursery day.

- **I am concerned by the high staff turnover recently**

Action: We acknowledge that, in the past 6 months, we have been in the unfortunate position of losing four members of staff. Prior to this, however, our staffing remained static for 2 years. The nursery has always been committed to developing a professional and dedicated staff team, and we take pride in the fact that since opening seven years ago, staff have only left us for promotions, career changes or for personal reasons. Please be reassured that we always try to maintain a very strong staff team and that our recruitment of new staff is rigorous with the needs of the children and the nursery at the heart of this process.