



STEPPING STONES NURSERY SCHOOL PARENT QUESTIONNAIRE RESULTS

Dear Parent/Carer,

In May 2018 we asked you to complete our Parental Questionnaire. We issued 92 questionnaires and had a total of 34 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 34 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.	27	7			
My child and I were able to visit the service before using it.	28	6			
My child is happy at nursery.	31	3			
My child attended settling in (induction) session(s) prior to starting regular sessions at the nursery.	31	3			
My child enjoys the activities at nursery.	31	3			
I am happy with the quality of care my child receives.	28	6			
Children are consulted about their likes and dislikes.	20	10			2 2 Don't Know
My child is supported to fully meet their potential.	24	9			1 Don't know
Children's interests are taken into account.	24	9			1 Don't know
There is a wide range of activities available to meet children's needs.	26	8			
My child has the opportunity to sleep or rest when they need to.	28	6			

The service provides my child with a healthy snack which meets their dietary & cultural needs.	28	6			
My child is encouraged to engage in good personal hygiene routines whilst at nursery e.g. tooth brushing & hand washing.	28	6			
I receive regular communication from nursery staff about my child.	25	7	1		
I feel happy approaching staff for help and support.	28	6			
I feel comfortable approaching staff to talk about my child's needs.	27	7			
I am kept informed about what is happening in the nursery through newsletters, website, facebook, daily diaries & nursery notice boards.	25	9			
Staff encourage my child to form positive relationships with other children.	22	12			
If my child requires specialist support the nursery staff will help me access specialist services e.g. speech & language therapy.	22	11			1 don't know
I am aware of the nursery's Healthy Eating & Packed Lunch Policy.	28	6			
I am aware of the nursery's Promoting Positive Behaviour Policy.	24	7	3		
I am aware of the nursery's complaints procedure.	23	9	2		

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.	29	5			
The nursery outdoor play areas are safe, spacious and well maintained.	27	7			
The nursery is a safe place for children to attend.	29	5			
If something breaks I know it will be dealt with appropriately.	23	10			1 don't know
The setting is stimulating for children.	27	7			
The nursery's indoor and outdoor play areas are well equipped with age appropriate toys and resources.	27	7			
A range of interesting information is displayed in the nursery reception area.	28	6			

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.	26	8			
I am confident that there are always enough staff in the service to provide a good quality of care.	27	7			
My child appears happy and confident with staff.	26	8			
I am confident that the staff will protect my child from harm, abuse, bullying and neglect.	27	7			
The staff treats my child fairly and with respect.	28	6			
Staff keep me well informed of my child's progress.	26	7	1		
Staff are approachable and make time to listen to my concerns.	27	5			2
Staff deal with my concerns appropriately.	28	4			3

SECTION 4 – QUALITY OF MANAGEMENT AND LEADERSHIP

	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
Senior Early Years Practitioners are approachable and helpful.	26	8			
Nursery Depute Manager is approachable and helpful	26	8			
Nursery managers/owners are approachable and helpful.	24	9			1 no comment
I am treated like a partner in my child's care and education.	24	8	2		
I get the chance to speak openly about anything that concerns me.	25	8			1
Staff make an effort to explain what happens in the nursery.	27	7			
The nursery team is lead well and works well together.	26	7			1 no comment
The nursery involves parents/carers in developing the service by regularly asking for comments and suggestions.	27	7			
Parent's opinions and suggestions are valued.	24	9			1 don't know



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

Here's what we have done as a result of some of your constructive feedback...

You said "The reception area is very busy with information."

We hope you like our less cluttered, more streamlined environment in the reception area.

You said "We don't know where the snack menus are."

We have now clearly labelled our room noticeboards in the cloakroom area. You can find Explorer Zone and Adventure Zone snack menus on these. Discovery Zone snack menu can be found on the display board as you sign your child in upstairs in Discovery Zone.

You said "I would like to see more displays of children's art work in the reception area."

Unfortunately, due to the amount of information we need to display for compliance reasons, within our reception area, we do not have the space to display children's artwork. However, you can see children's art work on display within the playrooms from the windows in the cloakroom and reception areas. We will continue to send home children's art work to be celebrated at home.

You said "I would like the opportunity to see more photographs of my child in the nursery setting."

We will add our learning stories for each month to our noticeboards. We will continue to update our photographic window displays regularly. Please remember that you can access your child's Achievement Folder at any time, which will allow you to see your child at play in the nursery setting.

You said "The outdoor areas, although clean and tidy, are limited in size and variety."

"I would like to see more varied play experiences outdoors especially for children who have attended from the baby room through to pre-school."

We have great fun in our outdoor areas which are well used on a daily basis. The nursery is highly commended for its extensive outdoor space, particularly for a private nursery setting. Our 5 gardens, which include the adventure playground (to the rear of the building) which has a fort, toddlers bridge, chutes, swings and sandpit; a sensory garden and sheltered outdoor classroom/planting area; a large front garden which incorporates our popular nursery train, toddler cycling route, chute and stepping stones; a sheltered mud kitchen and finally the cycling proficiency track located in our secure, private car park. In addition to these fixed outdoor play resources we have an abundance of outdoor equipment suitable for children aged 6 months-5 years. These are stored in 3 large garden sheds. We believe that the opportunities and variety of outdoor experiences we provide stimulate learning, encourage curiosity and hold the interests of every child. We have created a photographic display in our reception area which we hope shows the wide variety of opportunities available during outdoor play.