

Dear Nursery Families,

A massive thank you for everyone who took time to fill in our online Survey in December. Your feedback goes a long way in helping us develop our provision.

I thought I would go through key questions and make observations based on what you told us.

### **The positives - 100% returns**

Out of the 38 questions we asked you (sorry it was so many but they really do help) 23 came back with 100% agreement from the 42 individual replies.

Firstly, we are humbled by the response to **Q17** – I would highly recommend Brookside Nursery. 100% said yes (42) and we got our highest Strongly Agree (33) satisfaction at 79%. It was clear from the survey that there is much we can do to move forward and make our provision better but knowing that you would recommend us is a fantastic feeling. Thank you.

100% of the returns felt that their child is happy and enjoys attending our Nursery. This is very important and again, a very positive start.

100% felt that the setting was warm, friendly and inclusive; as well as clean, bright and in good condition

100% felt confident that the staff do their best to protect their child from harm

100% were aware of what to do if they have any concerns about their child. Though as you will see in other questions this may not be fully accurate.

100% feel comfortable approaching the setting with questions, suggestions and/ or a problem

100% of the returns felt that staff are experienced and well qualified.

100% of you felt that the team appears happy and work well together and all agreed that the leadership team is approachable and always helpful.

100% of returns said that their child gets a good quality education that is sensitive to their child's stage of development and needs.

100% of returns recognised the wide range of activities available for their child at the nursery

100% said that their child's learning and development is well supported in the setting.

We are really pleased that 100% of you recognised that we try hard to encourage children to be healthy and physically active at an age appropriate level.

One of the most important questions you can ask a parent or carer is – I am happy with the progress my child is making. Again, a 100% return here with 60% strongly agreeing is a fantastic area to build on.

100% agreed that staff have high expectations of behaviour and attitudes and that children are encouraged to treat others kindly and with respect.

100% of returns said that Brookside Nursery understands child development and how to support children who have additional needs – this is something we pride ourselves on getting right.

100% also stated that the setting promotes positive attitudes to learning.

100% also agreed that their child was supported to reach their potential in a child-centered way and were also encouraged to become independent at meal times.

So – lots of positive to build on. But, we like to find ways to continuously improve so feel that we need to focus on the areas where there was a less positive response.

**There were more disagrees in the following areas (I think they can be grouped together under communication between Nursery and Home)**

One return disagreed that we dealt with inappropriate behavior effectively. But, this may be because we didn't offer any choices apart from Strongly agree, Agree, Disagree, and Strongly Disagree. As a few parents pointed out if we haven't come across something we don't know and would have preferred a Not Applicable or Don't know button and therefore put disagreed rather than nothing (We will include this in future surveys).

One person disagreed that Brookside Nursery is affordable.

Two parents felt that the menus on offer could be better balanced and nutritious.

**Q7** I am aware of the settings safeguarding policy (only 91% agree)

You will find this on the Academy Website- **Information for Parents/ Admin/ Policies**. Though we will get a more direct link on the Nursery main page.

**Q9** – I am happy with the level of security at the setting

2 people felt dissatisfied with the level of security because the main gate in to the Academy was open. It would be very challenging not to keep this gate open as we have a huge number of families use it throughout the day (Nursery times fluctuate throughout the day for different families). If it was closed at the start or the end of the day, it would have to be opened continuously which would cause huge congestion at the entrance. In terms of children's safety in Nursery there is a secure locked door and an additional gate before the door and we have never had any incidents that have risked children leaving the main nursery building. As you know staff hand over children to you directly and we hope these systems would never compromise the safety or security of our youngest children.

*The final areas which you have hi-lighted as requiring more information or support with are the following questions;*

**Q6** – I have opportunities to suggest ideas I believe will help my child's development (91% agree)

**Q23** I receive helpful, regular feedback about how my child is learning and developing e.g informal feedback – verbal reports and learning profilers (82% agree)

**Q24** The setting gives me ideas on how to support my child's learning at home (72% agree)

**Q25** I understand how the setting monitors my child's progress (79% agree)

**Q26** I have enough information on the Early Years Foundation Stage Curriculum (What my child is being taught) (only 60% agree)

We have already started work on implementing systems which will move these areas forward.

**I connect** is in place for parents of our younger children (Bumblebees and Ladybirds) so that you know what your children have eaten, when they have slept and when they have had their nappies changed.

**Parent Passport** is an online system where all parents can view observations, photos and weekly updates on what learning is planned for each age group quickly from any device, anywhere, at any time.

Our Nursery section on the Academy website <https://www.brooksideacademy.co.uk/#> has been updated and the drop down tabs give you much more information on our aims, ethos, values and curriculum, with a gallery page of images from around our provision. This will continue to be updated as we further develop our provision. We will also look in more detail at individual comments and see if any of these can be implemented effectively within our system. Please let us know if there are additional ideas you may have and email [office@brooksideacademy.co.uk](mailto:office@brooksideacademy.co.uk) where we will spend time looking at how we can develop your ideas.

Once again, thank you so much for the time you took to fill in our survey. We really do find this a very useful process.

Kindest Regards,

Brian Walton