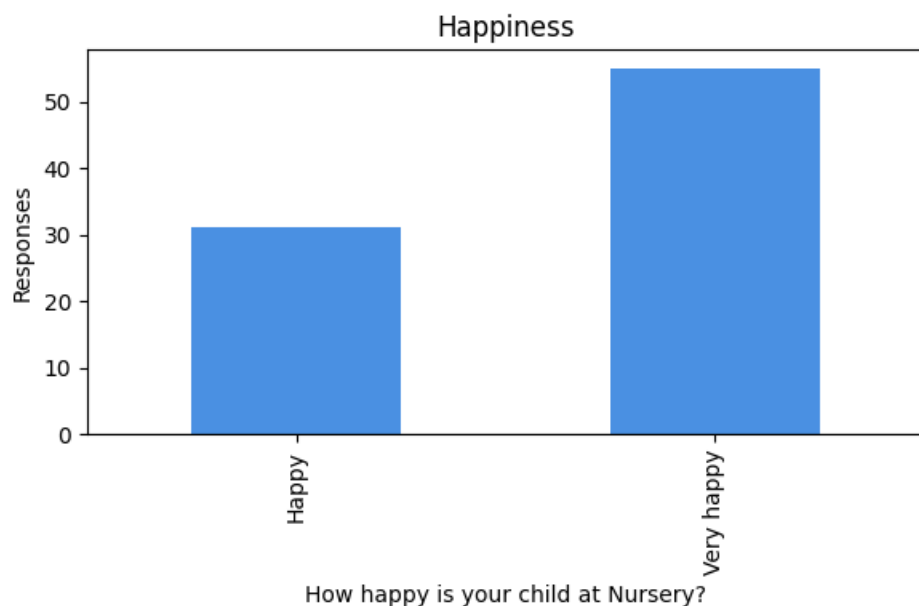


Nursery Parent Survey – Spring 2026 Summary for Families

Thank you to all our Nursery families who completed our Spring 2026 Parent Survey. Your feedback helps us celebrate what's working well and understand what matters most to you. With 86 responses (An incredible 72% of our families), this survey provides a very strong picture of children's experiences across Babies, Toddlers, and Pre-school. Feedback across the Nursery is extremely positive. Parents express: - Deep gratitude - A sense of trust - A strong bond with staff - Delight in their child's happiness - Pride in their child's progress. Many of you wrote that they would highly recommend Brookside Nursery – thank you so much.

Children Are Happy at Nursery



Happiness levels are exceptionally high, with the vast majority of children described as "Very happy" or "Happy." Parents frequently commented on: -

- Warm, caring staff
- Children being excited to attend
- Strong relationships with key workers
- A sense of safety and belonging
- Many families highlighted how quickly their children settle and form attachments, especially in the Babies and Toddlers rooms.

Comments include: - *"My child loves coming in every day."* - *"The staff are amazing — so caring and nurturing."* - *"Our daughter goes in and comes out smiling."*

Overall Satisfaction

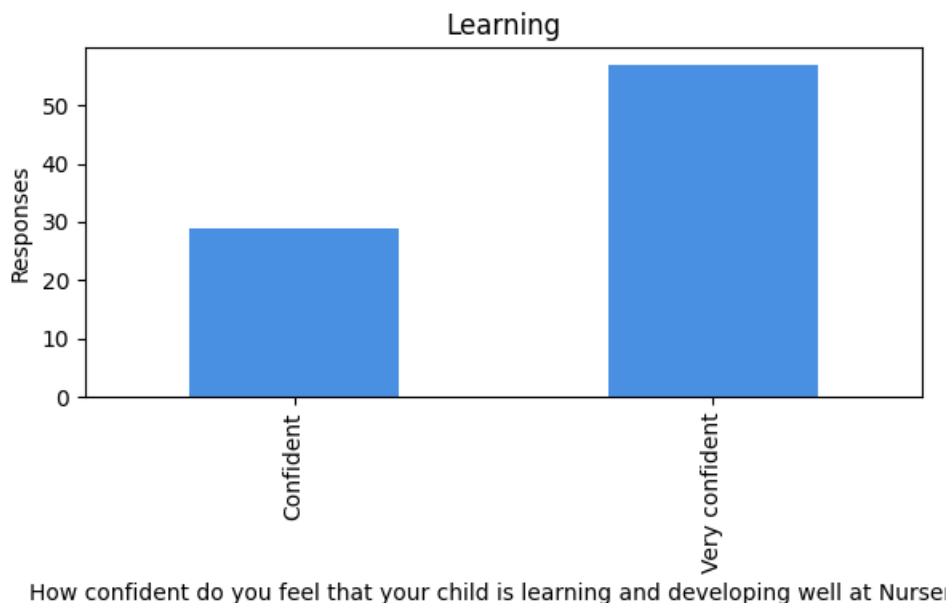


Overall satisfaction is extremely high, with the majority selecting "Very satisfied." Parents consistently praised: -

- The professionalism and warmth of staff
- High-quality care across all rooms
- A clean, safe environment
- Thoughtful transitions between rooms
- Staff retention and stable relationships
- Strong leadership

"A perfect nursery for my little one." "Staff go above and beyond."

Learning and Development



Confidence in learning and development is extremely high across all age groups. Parents especially praised: -

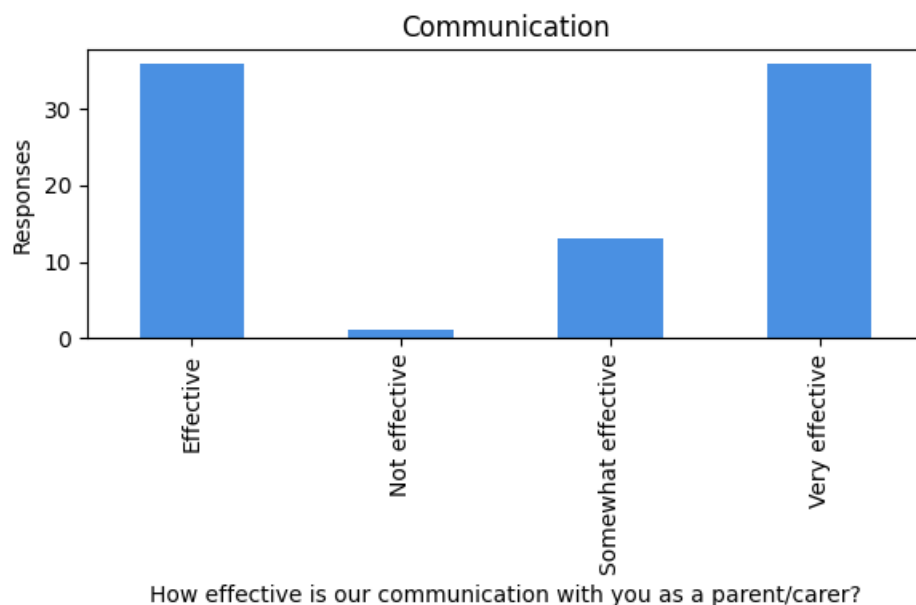
- The Family App observations
- Weekly story themes
- Creative, hands-on activities
- Early phonics, early math's and physical development
- Staff's ability to spot needs early and act on them

"It's clear he is practicing his speech targets at nursery too."

"The detailed observations are amazing."

"Pre-school learning is structured and purposeful."

Communication – Strong Overall, but a Key Development Area



While communication is rated effective or very effective by most families, it is also the category with the greatest variation.

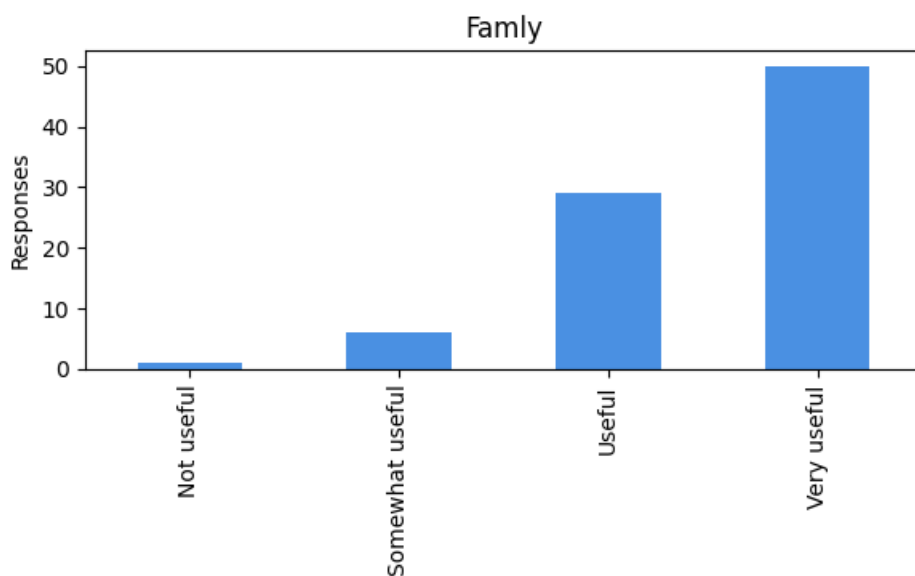
What's working well: -

- Staff are friendly and approachable
- Key workers communicate warmly
- Family App posts are highly valued
- Weekly updates and photos support home learning
- Good responsiveness to questions and concerns

What could be strengthened:

- More information at pick-up (e.g., meals eaten, friendships, play)
- More detailed developmental updates
- More frequent photos of activities
- Additional clarity on daily routines
- Face-to-face information for accidents/incidents
- Clearer queuing instructions at busy times
- More consistent handover quality across staff
- More Parental consultations
- A Staff Photo board

Family App



How useful do you find the Family App for keeping informed about your child and Nurse

We introduce Famly after our last Ofsted where some families felt they needed better *Nursery to Home communication*. Feedback has been very useful: The Famly App is widely considered “Very useful”, with parents appreciating:

- Weekly themed posts
- Detailed observations
- Photo evidence
- Updates on naps, snacks, and daily care (especially in Babies)

However, a small number of parents would like:

- More frequent posts
- More photos showing real play and friendships
- More insight into social and emotional development

Strengths Parents Celebrated Across Nursery

Across the 86 responses, strong praise was given for:

- Staff warmth, care and professionalism repeatedly described as: - Kind - Welcoming - Skilled - Patient – Attentive
- Children’s emotional development. Families commented on: - Growing confidence - Independence - Social skills - Attachment to staff - Emotional regulation
- Quality of learning and activities: - Hands-on experiences - Outdoor learning - baking, chopping, mixing - Sensory play - Story-based learning - Early phonics and number work
- Support for additional needs were praised: Early identification - Collaboration with S&L therapists - ELSA support - Individualised approaches

Responding to Areas for Development in Our Nursery

Thank you to all families who shared helpful suggestions in the survey. We want to explain *why* some of these areas can feel challenging in a busy early-years environment, and how we are working to strengthen them.

1. More detailed developmental updates

What you would like more of:

- Social skills and friendships

- Behaviour
- Strengths and challenges
- Next steps for learning

Why this can be challenging:

- **Early Years is fast-paced and play-based.** Children are constantly moving between activities, and staff spend the majority of their time *interacting, supporting, modelling language and play*, rather than recording what they see.
- **Observations take time to write well.** A meaningful observation includes context, what learning took place, what skills were shown, and what the next steps are this requires staff time away from children.
- **We prioritise being with the children over documenting.** Staff must balance high-quality interactions with the expectation of written updates, and the priority is always children's safety, engagement and emotional wellbeing. To ensure more detailed observations we would need staff to be away from children longer – this is a constant challenge for us.
- **Different rooms have different ratios.** Babies and Toddlers have tighter ratios, meaning less available time for detailed written reflections during the day.

Why we will try to address this:

Because as parents you naturally want to understand your child's progress, and it can feel like a gap when updates are brief or less regular than expected — especially when children are not yet verbal or share little about their day.

2. Improved end-of-day handovers

What you are asking for:

- More detail than "They had a good day"
- Information about play, friendships, food, toileting, behaviour
- More meaningful updates for children who cannot communicate verbally

Why this can be challenging:

- **Handover time is extremely busy and time sensitive.** Many families arrive at once, often with siblings, prams, bags, and children coming out one at a time. Staff are supporting a safe dismissal while also trying to be warm and informative.
- **Staff cannot leave children to have long conversations.** Adults must remain safely positioned with the group, so detailed discussions are not always possible in the moment.

- **Children's safety always comes first.** Staff must prioritise supervising children before talking in depth.

Why we will try to address this:

As parents, we are aware you often get *very little information* from young children themselves, so the handover becomes a vital moment of connection and reassurance.

3. More frequent photos and observations

What parents would like:

- More regular photos
- More variety (fewer "shoes and feet" photos!)
- Photos of group play, learning and friendships
- More consistent uploads across staff

Why this can be challenging:

- **Staff must follow strict safeguarding and technology policies.** Phones/tablets can only be used at specific times and in specific areas, so staff cannot always capture moments as they happen naturally.
- **Taking photos removes staff momentarily from interaction.** Staff must prioritise supervising, modelling language, facilitating play, and regulating emotions — stopping and taking photos can interrupt this. Therefore, we are looking at taking photos during key developmental points.
- **Not all children can be photographed.** Restrictions around permissions may limit group photography or require careful cropping and angles, which takes more time.
- **Uploading photos is another step.** Each photo must be checked, tagged, captioned and linked to learning areas — again; this is done outside of time spent with children.

Why we will look at how to address this:

We can see that photos help families feel connected and are treasured, especially when children cannot explain their day. So, when they arrive inconsistently, families understandably want more.

4. Practical improvements (queuing, shelter, entrances, menus)

Parents raised:

- Queuing confusion at busy times
- A shelter needed in wet weather

- Cleaner entrance areas (e.g., cobwebs)
- More clarity on menus and snacks

Why these can be challenging:

- **Entrances are shared, small, and very busy** during peak drop-off/pick-up times, making queues difficult to manage, especially with siblings, prams and varying door routines for different rooms.
- **Weather protection and outdoor structures require approval and budget**, meaning changes cannot happen immediately.
- **High traffic areas get dirty very quickly**, especially with buggies, shoes, and outdoor play; despite regular cleaning, these areas can look worn faster than indoor spaces.
- **Menus can be complex to communicate clearly**, especially when rotating on a 3–4 week cycle and when meals may change due to stock, allergies or children's needs.

Why we will look at how to address this:

These practical elements are part of your daily experience, so when something is unclear or inconvenient, it becomes very visible. We will be working with the trust to look at how we can improve this part of the Nursery.

Our Commitment Moving Forward

We value how thoughtful, constructive, and supportive your feedback has been. These challenges are real, but not insurmountable, and your insights will help us improve.

We will continue to:

- Strengthen communication across all rooms
- Review consistency of observations and handovers
- Continue staff training to support the quality of our provision
- Explore practical improvements to entrances, signage and shelters
- Increase clarity around menus and daily routines