

Hythe Bay Nursery Parents Questionnaire Responses January 2023

What do you like best about our nursery?

- The **staff** are brilliant, and I feel like they really know my children and can always give me a **detailed view** of what they have been doing in the day.
- **Staff** are very helpful and my child always comes away **happy**.
- The variety of **activities** they get to do, the fact that they also get exposed to children of different ages, and the care of the **staff**.
- The **staff** have a genuine interest in the children and care about their wellbeing. The **communication** is great with regards to their daily activities, food, sleep, etc.
- I have liked how friendly and approachable all the **staff** have been. The nursery has a warm, welcoming and happy **atmosphere**, which has reassured me during my child's settling in sessions and first week starting nursery.
- I know my child loves coming to nursery and adores his **key worker**.
- We feel the care provided by **staff** is excellent. The nursery seems like a calm and nurturing **environment**. Thank you for EVERYTHING you do.
- Great **staff**, creative **activities** and wonderful **environment**!
- **Feedback** from our **key persons** is excellent and I know that my children are very **happy** with their key people.
- It's an amazing **environment** with great **staff**.
- How **happy** it makes our child. Also all the things the lovely **staff** have **taught** my child along the way!
- The **staff**.
- Lovely **staff** that care about the children and get to know them.
- The multiple **activities** which are engaging. Safe and nurturing **environment**.
- Our child has been **flourishing** in the nursery - he has really enjoyed the variety of **activities**, being with his **friends** and the input the **staff** give him.
- Our child is so **happy** with you. It feels like a family - **all staff** are caring and welcoming.
- How you have **supported** our child to become more confident. Your **staff** and **children** are all so welcoming, we couldn't be happier.
- The **staff** are all great and easy to talk to and know the children really well.



- 'The stick insect', 'ice cream', 'lunch' - from our child. The staff - my child's key person and buddy and the rest are excellent. Pick up / drop off times really useful.
- That we feel comfortable with the team.
- The kind staff and help with my recent injury.
- The obvious and genuine care and dedication of the team.
- You have always been fantastic with our child and she loves coming to preschool. Communications with her key person, particularly around her eating / drinking, has been great and we are so grateful for the way you all support our child. Thank you.
- Overall experience.
- Excellent staff. Good routines. Love the use of outside area. Outstanding continuous provision - our child is always eager to retell his learning experiences each day.
- Its warm and friendly staff. Children are happy at nursery and have lots of opportunities to be independent and expressive.
- How much we can see our child learning and developing all the time, seeing her happy at the end of the day, getting feedback from the staff.
- The encouragement of our child's development and assistance with her meal times as eating has always been a challenge with her.
- How caring the staff are towards the children, helpful the staff are to parents.
- Friendly.
- Our child looks forward to coming to nursery and openly talks about the staff in a positive manner.
- Friendly people.

Thank you for your feedback! This is really useful for our self-evaluations and improvement plans! We have highlighted key words to help group together common compliments, including how caring the staff team are, how they get to know each child really well, our strong key person approach, our engaging activities, our welcoming atmosphere and how happy the children are at nursery.



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Positive comments from the comments boxes:

- Our child is always happy to be left and now reaches for his key person when he arrives.
- Our child always comes home happy and exhausted.
- Our child is very happy to go to nursery and seems settled.
- The pictures we receive always look great.
- Our child is happy and has made progress in his development.
- We are so happy we choose Hythe Bay for our child.
- Thank you for all that you do!
- Each key worker has been amazing!
- I've been very impressed with the nursery.
- It's been great for his development.
- There is a great mix of activities.
- We are super impressed with the nursery and the staff.
- Our child is very attached to her key person especially and we like having one main contact.
- [The nursery staff team are] wonderful, welcoming, friendly and caring.
- Our child has a wonderful time with such a range of activities.
- We love seeing photos of what our child has done.
- Our child loves her key person but is happy with all the staff.
- We love [the nursery staff team].
- Fantastic team.
- [Communication about my child's development] has improved since last time.
- Staff are excellent.
- [The key person approach] is very helpful.
- Thank you!
- [Our key person] is a star - thank you.
- [the nursery staff team is] excellent - all fantastic and helpful.
- [The nursery activities are] great and varied.
- [Teaching and learning is] outstanding!
- Very happy with the overall experience.



Thank you so much for your positive comments! We have highlighted key words and common compliments include the staff team, our key person approach, our activities, our communication and how happy the children are at nursery.



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How could we do better?

Positive feedback, with no improvement suggestions:

- Nothing.
- So far to date everything has been excellent. Couldn't ask for more!
- I actually don't know
- We are very happy - some of the recommendations from last year have been implemented and we are very grateful for that!
- Can't think of anything!
- To be honest we are extremely happy with everything.
- No
- N/A
- Very happy with the current set up.

Thank you for your praise! We appreciate it, and it motivates us to keep improving, particularly as our team's hard-work implementing improvements from last year has been noticed.

Constructive criticism which will be considered as part of our improvement plans

- I'm not sure really... would love to have more concerts like at Christmas but I know they are a huge amount of work for you all but so lovely to see all the children perform. We're glad you liked this. Children going to school this September will also have a leavers' event in the summer.
- Not have to take home their bag of clothes and water cup every evening. We are able to store welly boots, nappies and wetsuits for children.
- Food could be of better quality and diversity. Our menus meets the requirements for nutrition and were approved by a dietician, but please let us know if you have any suggestions.
- We would always welcome more pictures / comments during my child's day however we appreciate how busy you are so realise this is just us wanting to see more of our child's learning. We will make sure your key person and room



leader are aware of this. Thank you for understanding how we prioritise as much of our time as possible for interacting with children.

- Communication regarding development and assessment would be more thorough and more detailed and more often e.g. online assessments. More photos would be great too. We will make sure your key person and room leader are aware of this. We try to offer parents meetings at least three times a year, or six times a year for children with additional educational needs. Parents can also request additional meetings if desired.
- More pictures. We will make sure your key person and room leader are aware of this.
- More updates on the app. Better more nutritious evening meal like soup for example. We will make sure your key person and room leader are aware of this. We have added soup back on to the menu and clarified that fruit or crudities are provided with sandwiches, toast and rolls for our light tea.
- More information on development of skills and advice on how we can support that development. We will make sure your key person and room leader are aware of this. We also have some resources that we can share.
- Introducing different careers. Such as invite doctors, police, fire brigade, scientist in their uniform to talk about what they do and how they achieved it. A scheme where parents can exchange clothes / toys. We will be teaching and learning about different occupations in term 5! We have a book exchange area and can consider finding storage for toys and clothes too.
- It would be super helpful if communication were also posted onto the app as I don't always see those posted on the walls if not doing pick-ups every day. We will make sure your key person and room leader are aware of this.
- More opportunity to see inside the nursery. We hope parents can come to our walk-in Wednesday, our summer parents meetings and our open morning! Parents can also ask to come in when they drop off or collect at quieter times.
- Communication - great handover every day. Perhaps a more indepth discussion 1:1 per term to discuss child's development like a parents meeting. We try to offer parents meetings at least three times a year and additional meetings can be requested via your key person or room leader.



- Make lunch menu clearer (I never know which week we are on!) Probably just me though - sorry. This week (w/c Monday 6th Feb) is week two of our three-week menu.
- Have a nursery dog! We sometimes have pets visit, such as a hamster last week, and we have had dogs visit us in the past, but unfortunately we have no plans to get a nursery dog fulltime.
- It's great to hear things our child has learned about at nursery. It would be nice to know what areas are being covered at the present time so we can talk to our child about what she's been doing more easily. Our nursery curriculum can be found on some of our display boards and on our website <https://www.hythebaynursery.co.uk/curriculum>
- I would like more information about what our child does all day (learning / activities / food) as when I ask her, replies "I don't know". I have the ParentZone app so more updates on there perhaps. We will make sure your key person and room leader are aware of this. Our nursery curriculum can be found on some of our display boards and on our website <https://www.hythebaynursery.co.uk/curriculum>.
- Better understanding of review plan and how this works, specifically in terms of discussing our child's development, open to suggestions about routine. I know your key person has spoken with you about this. Parents can ask key persons or room leaders to arrange a convenient time for a parent meeting if there is additional support that could be beneficial.



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Suggestion, comments and questions from the comments boxes

- I would like more info on [the nursery activities, routine and teaching and learning]. Our room leaders and key persons will be happy to discuss these with parents. Our garden / farm / sea / safari leaflets contain the daily routine and our curriculum is available on our nursery website.
- Hard to get a view on how structured / deliberate [the teaching and learning] is. Our room leaders and key persons will be happy to discuss this with parents. Our garden / farm / sea / safari leaflets contain the daily routine and our curriculum is available on our nursery website.
- Do all staff have training in phonics? The nursery manager and deputy manager are both qualified teachers and have had external phonics training. Phonics knowledge, skills and activities are cascaded in-house to staff members at the beginning of term 5. Phase one phonics is also implemented throughout the entire nursery, as children are given ample opportunities to engage in play such as listening walks, nursery rhymes, musical instruments and story times. All nursery staff have access to phonics materials to support their teaching correctly.
- [Communication about my child's development] could be more detailed - but only short way in... We will ensure your key person and room leader are made aware of this. We offer parents meetings at least three times a year and parents are welcome to request additional meetings.
- It would be nice to have more photos / frequent updates via the app. We will ensure your key person and room leader are made aware of this. We limit the time that we spend on administration work so that we can prioritise our time interacting with the children, so we try to upload more for parents that want to see uploads, and less for parents that don't mind whether they see many.
- I don't receive any [communication] but think [child's mother] does. Newsletters are sent out via email and paper-copies are also available upon request. Please let Vicki or Karla know via email if you would like your email address to be added or updated on our communications system.



- I'd love more pics of our child and think the newsletters could be a bit snappier and easy to read on mobile. We will ensure your key person and room leader are made aware of this. We limit the time that we spend on administration work so that we can prioritise our time interacting with the children, so we try to upload more for parents that want to see uploads, and less for parents that don't mind whether they see many. We will change our newsletter layout to try to make it more mobile friendly. Further improvement suggestions for our newsletter are welcome!
- It would be good to be reminded about dates other than the newsletter - we missed them this time! Nursery staff members try to remind parents in person, but this can be difficult at busier times and when multiple carers collect children from nursery. We also use our ParentZone app, website and social media as well as posters displayed on the nursery door to communicate with parents. We have recently shared QR codes to help direct parents to these methods.
- [ParentZone] app's a bit clunky. [Communication] can be clunky sometimes, apps slow. We have been advised to ask parents to check they have the most up to date version of the app or are using a suitable browser. Some parents think our app is more user-friendly than other apps available, but if multiple parents report issues with their ParentZone apps then we could pass this information on to Connect.



Information about the responses above:

Thank you to each parent that has taken the time to complete and return a questionnaire. This data is very useful for our continuous reflective practice and evaluations of our environment and procedures.

The qualitative data is quoted from the 36 parents' responses to our January 2023 parents' questionnaires. Many of the responses have been adapted to keep the identity of the child or parent anonymous, such as replacing a child's name with 'our child'. Two comments were also shortened as they were specific to their child only, and these comments were already discussed with the parents in person and the parents' queries have been resolved.

If parents have additional questions, comments or suggestions, please speak with your key person, room leader or Vicki, or leave a comment in our parent's suggestion box in the corridor leading to the fulltime nursery rooms.

We really appreciate all the positive comments, gratitude and praise we receive from parents, and it is lovely to be able to share these with our team. We feel thankful and proud each time a parent leaves a positive review of our nursery or recommends us to other parents.

In addition to recommending us to friends and relatives, you can help parents decide whether our nursery would be right for them by writing a review on the following websites:

Facebook: <https://www.facebook.com/hythebaynursery/reviews>

Childcare website:

<https://www.childcare.co.uk/profile/2605832/reviews/new?fbclid=IwAR34wCQt9vEND6YiX16ySqSBwWfqqLpiRgU7hB8h0upF5n0usTL1T8NMu98>

Day Nurseries website: <https://www.daynurseries.co.uk/review-submit/6543219343?fbclid=IwAR0s6ij4y2Ecn4vki6jWmmG5WLjCsErI-PR6KReyte7PRCDSCacLTXy71IA>

If you would be happy to write a parent testimonial for our website, please email this to nursery@hythebay.kent.sch.uk. Thank you!

