

Hythe Bay Nursery Parent Questionnaire Feedback May 2022

How would you rate each of these factors?	Excellent	Good	Neutral	Poor	Unsure
Starting nursery and our settling in procedure	41	14	0	0	1
Our key person approach	39	12	2	1	2
The nursery environment	41	15	0	0	0
The nursery staff team	39	17	0	0	0
The nursery activities	39	16	0	0	1
The nursery routine	36	16	0	0	4
Teaching and learning	38	14	2	0	2
Communication about your child's development	29	15	8	3	1
Generic communication including newsletters, emails, website, online	28	25	2	1	0
Overall experience	40	13	2	0	1

The quantitative data above suggests that the nursery environment is our best-rated factor. This is great, as it is something we have worked hard to improve over the past few years. Our settling in procedure, staff team and activities were also rated very high. This has been very useful feedback. Thank you.

It was lovely to hear how much parents appreciate the nursery staff team.

This poster was created based on the responses handed in by 56 parents 10th - 31st May. We've had more positive responses returned since this date. Thank you!

We will particularly work on improving themes highlighted pink, which were suggested by > 10% of parents that responded to our questionnaire.

Why we limit our ParentZone posts: We previously had most parents tell us they don't want frequent updates on ParentZone as they would prefer we spend time with their children. This is also advised by Ofsted.

What we have done to change: We updated our 'All About Me' forms to give current and future parents a chance to let us know their preferences (photos and/or detailed text, and frequency of posts) so we can try to meet the needs of all parents whilst maximising our time spent with children. We have also uploaded our curriculum onto our website to give parents a good idea of what their child is likely to be learning about at nursery.

What do you like best about our nursery?	Sea	Farm	Garden	Safari	Total
Staff	13	4	6	5	28
Environment / atmosphere	5	1	5	1	12
Activities	7	0	4	0	11
Outdoor space	5	0	5	0	10
Communication in person	5	0	4	0	9
Staff care / know each child well	5	0	3	1	9
Happy child	5	0	3	0	8
Social / friends	4	1	2	1	8
Key Persons	4	3	0	0	7
Whole nursery mix / transitions	5	0	1	0	6
Learning and development	2	0	3	0	5
Location / community / local walks	1	0	4	0	5
Settling procedure	3	0	1	0	4
Hot meals / excellent food	1	0	2	0	3
Meet individual child's needs/best interest	1	1	0	0	2
Safe	1	0	0	1	2
Parent Zone updates	1	0	1	0	2
Facilities	0	1	0	0	1
Open days	0	0	1	0	1
Practical hours	0	0	1	0	1
Special event days	0	0	1	0	1
Gardening	1	0	0	0	1

These scores and comments are very helpful to us for evidencing and evaluating our improvement plans for the whole nursery and each of the four rooms.

We have highlighted factors which were praised by > 10% of parents that completed questionnaire.

Thank you so much for your positive comments, they were great for our staff to read. Positive reinforcement can motivate our team to continue working hard.

What could we do better?	Sea	Farm	Garden	Safari	Total
Upload on ParentZone more frequently	4	0	5	0	9
More photos of child on ParentZone	4	1	4	0	9
More updates on child development	2	0	1	1	4
Parents invited into nursery	1	0	2	0	3
More information for upcoming events	2	0	0	0	2
More use of digital resources	2	0	0	0	2
Healthier / higher quality food	1	0	1	0	2
More trips	2	0	0	0	2
Offer flexibility with paid absences	1	1	0	0	2
More nutritious / substantial tea 4-6pm	1	0	1	0	2
Introduction of new key person	1	0	1	0	2
Explain development assessment scales	1	0	0	0	1
School readiness e.g. phonics	1	0	0	0	1
Offer more parent meetings	1	0	0	0	1
Offer professional photo services	1	0	0	0	1
Improve collection feedback	1	0	0	0	1
Provide payment receipts	1	0	0	0	1
Management have no presence	0	1	0	0	1
Key person involvement	0	0	0	1	1
Receive invoice earlier	0	0	1	0	1
Upgrade toys	0	0	1	0	1
Special day activities inclusive of all	0	0	1	0	1
Encourage child to drink more	0	0	0	1	1

Many parents responded to 'What could we do better' to say 'nothing', 'I can't think of anything', 'you're already excellent' or similar. Thank you!

We have discussed all of your suggestions for improvement and cascaded these in a staff meeting to consider when evaluating and updating our improvement plans. Thank you!

If you would like to discuss your comments or thoughts further, please call or email to arrange a conversation with Vicki or Radka.

