

Caldecote Day Nursery - Parent Questionnaire Feedback 2019



Thank you to everyone who returned their questionnaire. The feedback we receive helps us to improve the service we deliver and more importantly, develop our teaching and learning to meet the needs of all children as individuals.

Please find below the results of the questionnaire as well as feedback about some of your comments and suggestions. We have already made a start implementing some of your ideas and are always happy to listen to the thoughts and concerns of parents.

	1 Strongly Agree	2 Agree	3 Disagree	4 Strongly Disagree	5 Not Applicable	Caldecote Day Nursery Feedback
My child is happy at nursery / talks positively about their day	82%	18%	-	-	-	
My child enjoys the activities at nursery	76%	24%	-	-	-	
My child is supported to meet their potential	76%	24%	-	-	-	
My child's interests are included in their learning	58%	38%	-	-	4%	4% were unsure
My child is encouraged to be healthy	51%	47%	2%	-	-	We provide a range of healthy fruit and vegetable-based snacks for children each day and only offer milk or water to drink.
My child is treated well by staff at nursery	93%	7%	-	-	-	
The nursery is kept bright, clean and in good order	84%	16%	-	-	-	
The nursery is a safe place to attend	89%	11%	-	-	-	
The nursery has the safeguarding of children at the top of their agenda	84%	16%	-	-	-	
The newsletter / website / parent boards help keep me up to date with activities and events at nursery	64%	36%	-	-	-	
I receive regular, verbal updates about the progress of my child from staff	62%	36%	2%	-	-	
Parents Meetings keep me well informed of my child's progress	58%	27%	-	-	15%	15% have not yet attended a Parent Meeting.
I find the ParentZone app useful to keep updated with my child's learning	69%	29%	2%	-	-	
I have attended 'Stay & Play' sessions. If not, why not? How can we improve this?	20%	11%	13%	7%	49%	The overall result is that most families cannot access Stay & Play due to work.
My child enjoys the additional activities on offer such as Jo Jingles / French / Spanish / Calm Space	60%	18%	-	-	22%	
I feel happy approaching staff for help and support	62%	38%	-	-	-	
Staff listen to my concerns and deal with them appropriately	87%	13%	-	-	-	
The team are happy and work well together	78%	22%	-	-	-	
Nursery is well-led and well-managed	89%	11%	-	-	-	

Things we do well:

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| <ul style="list-style-type: none"> • Well informed by staff • Staff always happy • Visiting the park / outdoors • Supporting with meals • ParentZone app • Events and additional activities • Cheerful, smiling staff • Great communication • Staff have my child's interests at heart • Nursery is in good order • Helped with toilet training • Multi language • Speech & Language support | <ul style="list-style-type: none"> • Friendly, approachable staff • App is updated regularly • Fun activities on offer • Staff are efficient • Clean and stimulating environment • Accessible and transparent approach • Safeguarding children • Hands-on opportunities • Supporting independence • Healthy food / snacks • Strong anti-bullying stance • High emphasis on manners • Opportunities link to learning at home |
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Things we could do better:

- **"Support bilingual children with learning English and phonics. Also correcting them if they make mistakes when speaking."**
Nursery is a language rich environment. Right from Baby Room, children are engaged in songs, role play, mark-making and are asked open-ended questions to extend thinking and support speech and language development. In Toddler Room we continue this practise but also build on it, beginning to develop additional skills such as recognising names as we do the register. There are further mark-making opportunities to develop muscles in arms, hands and fingers, ready for writing in the future. In Pre-School we begin to introduce phonics and the children develop speaking and listening skills, through fun and interactive games. If ready, children will learn the sound a letter makes, what that letter looks like and will also learn an accompanying action to help them remember it. While all this is happening, the advice that we have from Speech and Language experts is for bilingual families to keep speaking their family language at home. As children move on to school, they will develop even more skills at learning English and although their rate of progress may not be the same as their peers who only have one language, it is important to keep both languages present in the child's life. While we do our best to correct misconceptions in language, we must strike a balance between giving children the confidence to speak and correcting what they say if needed. We have two Time to Talk Champions within nursery, Terri and Poonam who are experts at supporting children with language. They use specifically designed assessment materials to determine areas of need and then organise interventions to support.
- **"Changing nappies more promptly after a poo has been done / Cleaning faces after meals."**
Staff are very aware of the needs of children and try to get nappies changed as quickly as possible. This has been noted by staff and we will endeavour to improve this. We encourage older children to wipe their own faces and hands after meals but again, in terms of Babies and Toddlers, this has been noted and will be acted upon.
- **"ParentZone app is not always working."**
This is down to the developers really and we have passed this on to them. They are always looking at ways to improve their service and welcome feedback from customers.
- **"The doorbell doesn't always work."**
Our doorbells are wireless and the Baby Room one is particularly temperamental. This could be due to the location of the room in relation to the doorbell. We will look at this, but in the meantime, if you feel you have been waiting for a long time, please ring the Toddler Room doorbell and someone will always answer this.
- **"ParentZone app is not always updated daily / Would like more photos / The app doesn't always show daily activities."**
We try to process observations and images as quickly as possible on the app but this is dependent on the availability of practitioners. There are occasions when time is spent with the children, rather than completing observations and assessments but we will endeavour to process these as quickly as possible. Please also see below.
- **"Inform parents about what they have learned in the day / Know more about daily activities."**
As part of our ongoing refurbishment, we are redesigning and redecorating both entrances in the coming weeks. New display boards will provide more information about weekly and daily learning opportunities and activities.
- **"More flexible about holidays at short term notice."**
You are welcome to take your child on holiday whenever you wish and there are no penalties for taking them out of nursery in term time, as there are at schools. We offer a 50% discount for holiday periods but ask for notice of a month to do this. This helps us to plan staff rotas and staff holidays accordingly, so we know how many practitioners will be required in each room, each week. This has been our policy for the last 23 years and to the best of our knowledge we are the only nursery in town who do so. Others charge 100% all year round. There are also other settings who make a charge every Bank Holiday Monday, even when the nursery is closed. We feel that we offer a very fair and affordable service. Many apologies if you feel that we are not flexible with this.
- **"Some mornings the Pre-School door is overcrowded, and perhaps more staff would ensure that only parents are entering."**
We realise that sometimes the entrances are busy and can get clogged up with people. In an ideal world, we would have totally different entrances and hallways, but we are restricted by the layout of the building. We always make sure that two staff are available to see the children in at busy times. Only senior staff answer the door and anyone who is unfamiliar is challenged on arrival. In line with our safeguarding policy, we only allow parents to access certain areas of the building. Children are brought out to parents and not collected directly from rooms as we need to ensure that everyone is safe. We would kindly ask at these busy times that parents are patient and understanding when dropping off and collecting. While we understand you are keen to say goodbye to your children, we ask that this is done with others in mind.
- **"I am not able to make it to Stay & Play sessions as I am at work."**
We are always looking for ways to improve our parent partnership and had hoped that 'Stay & Play' would help families to engage with practitioners. We understand that demands on time due to work commitments has made it very difficult for families to attend. This issue will be added to our improvement plan for 2019 / 2020 and we will look at other ways to offer a similar session that will hopefully be more suited to the needs of our families.

Children's Questionnaire 2019

100% of the children who returned their questionnaires said they felt happy at nursery. They also had some interesting opinions on what they liked and what they would like more of...!

What do you enjoy doing / learning at nursery?

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| <ul style="list-style-type: none">• Learning French with Flo• Playing with toys• Eating• Learning numbers• Colouring• Going to the park• Kicking a ball outside• Painting a picture• Cooking• My friends | <ul style="list-style-type: none">• Playing with cars• Circle Time• Dancing with my friends• Story Time• Spanish songs with Carola• Singing• Music• Climbing• Calm Space with Jemma• Dressing up in role play |
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What would you like to do more / what can we make better?

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| <ul style="list-style-type: none">• Playing ponies• Learning words from other languages• Playing hide and seek• Cooking and baking• Playing with trains• More playdough activities | <ul style="list-style-type: none">• Going to the park more• More stories• Making coffee (!)• Playing with dinosaurs• More painting• You don't need to make anything better! |
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Thank you for your help, children. We will try and make sure we include your good ideas in our future learning themes to make your time at nursery as fun as it can be!

Club Caldecote - Parent Questionnaire Feedback 2019



	1 Strongly Agree	2 Agree	3 Disagree	4 Strongly Disagree	5 Not Applicable
My child is happy to attend Club Caldecote	100%				
I feel that I have made the right choice of childcare for my child	100%				
My child is encouraged to behave well	100%				
I have a good relationship with staff	100%				
Staff are approachable and willing to discuss my concerns	100%				
Club Caldecote communicates information well	100%				
I don't know what my child does at the club each day			50%	50%	
I am concerned that my child is bored or unhappy				100%	
Club Caldecote is helping my child to become responsible and independent	100%				
The club offers a good range of play opportunities and activities	100%				
I feel that the quality of service reflects the fees charged	100%				
The club opening times meet my current childcare requirements	100%				
I am happy with the snacks / meals provided by the club	100%				
Would you recommend Club Caldecote to another parent?	100%				

Things we do well:	Things we could do better:
<ul style="list-style-type: none"> • Games available to play • Outings – cinema, park, library • Range of food offered for breakfast and tea • Wide range of activities – craft, science, games • Outings in the holidays – Sealife Centre, Legoland etc • Not too expensive – good value. 	<ul style="list-style-type: none"> • More cooking activities We tend to do these in the holiday periods more than after school as time is sometimes short. We will look at some simple and quick recipes that we can try to include after school. There are times however, where the children prepare their own tea after school, such as chopping vegetable sticks or making their own sandwiches. • More pictures on the app We will try to take and upload more photographs of the children engaging in activities. • After school pick up at different times for children attending an after-school club. This is a possibility but would depend on the number of children taking part in the club as we need to maintain staff / children ratios.

Club Caldecote Children's Questionnaire 2019

100% of the children who returned their questionnaires said they felt happy at Club Caldecote.

What do you enjoy doing / learning?	What would you like to do more / improve?
<ul style="list-style-type: none"> • Dance Juniors on the Wii • Role play • Craft and making things • Going to the park • Table football and pool 	<ul style="list-style-type: none"> • Baking cupcakes • Playing with Lego • Learning about maths • Hama beads