

6<sup>th</sup> November 2017

Dear Parents

I would like to thank the parents who took time to complete our Survey Monkey Questionnaire. I have collated the information which can be found in the table below.

We are extremely pleased with the results, but to aid our continuous improvements we would like constant feedback from more parents about the quality of service we provide.

Question	Strongly Agree	Agree	Disagree	Strongly Disagree
My Child is happy at nursery	10	16	0	0
My child enjoys the activities at nursery	14	13	0	0
I am happy with the quality of care my child receives at nursery	15	10	1	0
Children are consulted about their likes and dislikes	1	20	3	0
I feel I can make suggestions to improve the setting	2	18	4	0
My child is supported to fully meet their potential	8	18	1	0
My child's interests are taken into account	9	18	0	0
There are a wide range of activities to meet my child's needs	9	18	0	0
My child is encouraged to be healthy	10	16	0	0
I receive regular communication from nursery staff about my child	18	11	0	0
I feel comfortable approaching staff to talk about my child's needs	12	14	1	0
I receive regular communication from nursery about events	13	13	0	0
The nursery is kept clean, bright and in good order	12	13	0	0
The nursery is a safe place for my child to attend	13	11	0	0
The setting is stimulating for my child	7	18	0	0
I find the Bedtime Story Library sufficiently resourced	2	23	0	0
I find the range of story sacks for the children to borrow sufficiently resourced	3	17	0	0
The display boards hold a wide range of information about the nursery	3	18	3	0
My child is provided with a healthy diet whilst at nursery	13	12	0	0
Staff treat children well	11	15	0	0
Parent opinions and suggestions are valued by the staff	7	18	1	0
Staff are approachable and listen to my concerns	13	12	1	0
I am confident staff are well qualified	12	14	0	0
I know if my child is struggling they are helped appropriately	10	16	0	0
I am confident staff work to a high standard to protect my child from harm	12	14	0	0
The staff seem happy and work well together	8	17	1	0
Staff deal with my concerns appropriately	8	17	1	0
The management team are approachable	9	14	0	0
The management team listens to my concerns	8	16	1	0
I am treated like a partner in my child's education	9	12	3	0
Staff make an effort to explain what happens in the nursery	11	13	1	0
The management team take on board comments and suggestions	7	14	3	0

Below is some feedback for the people who took time to comment.

Many parents were happy with the environment but it was suggested that the front of the nursery looks dull. In the New Year, we will be looking at replacing the signage on the front of the nursery, we have introduced more information boards on the front along with seasonal accessories. We will also be discussing how we are going to make the front of the nursery inviting to children as they start their session and make it more child focused. We will keep you updated with our new ideas.

It seems from results not all parents are fully aware of the Bedtime Story Library; therefore, we will be uploading more pictures to our Facebook page and sending more emails to remind parents about the service we provide to encourage more reading at home.

It was suggested that air conditioning was needed in the nursery, this is going to be discussed at a Directors meeting for consideration to include in the future allocation of capital expenditure.

Over the last six months we have minimised the amount of sugary cakes/biscuits that the children have been making as part of their cooking activities. We will continue to do this, however at times it gives the staff the opportunity to talk to the children about healthy lifestyles and portion control when eating sugary foods. All children as they grow up will come across foods which are not healthy, our aim at the nursery is not only to restrict the amount of sugary foods which children access in their diet whilst with us but to educate the children about healthy portion control. This will help them later in life to understand how important healthy choices are especially in teenage years when they are most likely to neglect their bodies or make poor choices.

The display boards down the corridor hold a lot of information for each room. On them you will find the following information available to you;

- Weekly planning
- Focus activity and the learning intention behind the activity
- Staff members who work in the room
- Routines
- Focus letters and additional articles relevant to the age group of children.

In the porch, we have information from the local community along with a parent's notice board. We display the daily menu in the porch along with the weekly menu on the board just inside the main nursery corridor.

To encourage parents to give more suggestions we will be introducing the "suggestions tree" where once a month we will take an area of the nursery for consideration. We will be sending home a leaf where you can write down your suggestion and hang them on the tree.

If you have any further queries please do not hesitate to contact me.

Kind Regards

Helen Poyser  
Managing Director