

Annual Satisfaction Survey 2022 - 2023 Analysis

At the time of this survey 70 families had children in the nursery.

56 individuals responded (80%) to the survey, of which 68% were mothers.

70% of our respondents have children who were under 2 years when they started nursery.

44% of the respondents had children who were still in the same room they started, meaning a high proportion of responders may be relatively new to the nursery.

3 parents responded whose children had not yet started at the nursery and thus they were unable to answer some questions. For the purposes of this analysis, their responses have not been included.

Responses by room were as follows:

- Explorers: 25% (13 individuals)
- Investigators: 47% (25 individuals)
- Discoverers: 28% (15 individuals)

Key findings from the survey

- **100% agreed or strongly agreed that their child is happy in the nursery.**

This is fantastic news as children learn best when they are happy! This has been 100% for the past 3 years.

- **94.5% agreed or strongly agreed that their child feels safe in the nursery. The remaining 5.5% neither agreed nor disagreed.**

Safeguarding children is of primary concern to us and we ensure this in many ways. Last year we circulated lots of additional information as to the measures we take to keep children safe and included more information in our new starters pack. This result has increased by 6 % from last year. To continue to further reflect and improve in this area we have recently signed up for Millie's Mark, a quality assurance scheme which is considered to show that we have achieved the gold standard in providing paediatric first aid in the nursery. The achievement of the mark acknowledges that staff would be confident in saving a child's life if they needed to.

- **85% agreed or strongly agreed that the nursery makes sure their children are well behaved. The remaining 15% neither agreed nor disagreed.**

This is a 5% increase from last year. Within the nursery we have a consistent approach to 'promoting positive behaviour' rather than 'managing difficult behaviour'. By working together with parents/carers, we can support the children to quickly learn how to self-regulate their emotions and how to get the best from their time at nursery. In nursery we use emotion cards to help children understand their emotions. These are circulated to new parents as part of our welcome pack. If you would like any support or advice how to use them then please speak to your child's key person.

- **79% agreed or strongly agreed that the nursery makes you aware of what your child will learn during the year. 14% neither agreed nor disagreed and 7% disagreed or strongly disagreed.**

This is a 3% increase from the previous year in parents/carers that agree or strongly agree with this statement.

Out of the 56 responses 7 parents neither agreed or disagreed and 4 disagreed.

We have now been delivering our Coin Street Curriculum for almost 2 years. We share our curriculum and approach to assessment with prospective parents on tours so that they are aware right from the very beginning what our approach to learning is. In our welcome email we share our Becoming a Coin Street Champion and What To Expect When documents (also available for view on our website). This clearly lays out our curriculum, how it is sequenced and what developmental checkpoints we use to check progress before children transition to a new room and then on to school. Progress and next steps are discussed with parents during their focus child meetings. The direct feedback we have had from parents/carers has been overwhelmingly positive and it is clear to see that the children are developing well in the nursery using this approach.

To improve in this area, we plan to continue to ask staff to share ideas and information of how parents/carers can support their child's learning at home, by understanding what the children are doing at nursery.

Focus sheets are now uploaded to your child's Family record, along with any other assessments (10-day, 2 yr. assessments etc.). Over the next few weeks, we will be entering our monthly observations directly into Famly, rather than into their special books. We will still use the Special books to collect any important visual work but most of each child's record will now be in their online learning journal.

Working with you to support your child's learning is very important to us and there are many ways for you to find out what your child is learning.

These include:

- Logging into Famly and reviewing your child's learning journal and observation updates
 - Reading the end of week email for tips and advice
 - Face to face during handovers
 - Ensuring that you complete the short parent/carer form to share with us your child's current interests and areas for development when your child is a focus child and making time to join the meeting following your child's focus week with your child's key person
- **86.8% agreed or strongly agreed that concerns were dealt with properly. 11.2% neither agreed nor disagreed and 2% (1 person) disagreed.**

Those who agreed or strongly agreed increased by 6.8% from last year. Partnership with parents/carers is vitally important to us, so it is good to hear that almost all of you agree we have dealt with any concerns raised properly. If there is ever anything you would like to raise with me in person, then please arrange to speak to me in person or email me at j.christofi@coinstreet.org

- **82% agreed or strongly agreed that the nursery has high expectations for the children with 18% neither agreeing nor disagreeing.**

This is an increase of 13% of parent/carers who agreed or strongly agreed with this statement.

By working together to have shared high aspirations for our children we ensure all children make rapid progress throughout their time with us.

Our 8 curricular goals set out our high aspirations for all children in our nursery. We use these as a benchmark for progress along with development matters (September 2021), a support tool for staff to provide quality education for each child, ensuring all children are provided with the challenge they need to be ready for their next stage of development.

To support parents/carers there is a parent friendly document called 'What to expect when in the Early Years Foundation stage' [What-to-expect-in-the-EYFS-complete-FINAL-16.09-compressed.pdf \(foundationyears.org.uk\)](#). This will give you a shared understanding of how we support children's learning and development and information on the Early Years Foundation Stage (EYFS), as well as what you can do to help your child develop to their full potential. If you would like a copy of our

curriculum and assessment policy which sets out our high expectations for all children, please contact me for a copy or speak to one of the team if you want to find out more.

- **93% of you agreed or strongly agreed that your child does well in our nursery. 7% neither agreed nor disagreed.**

This is very pleasing to hear and by continuing to involve you in your child's learning journey we will maximise children's learning throughout their time with us.

- **95% agreed or strongly agreed that the nursery lets parents/carers know how their child is doing, with 5% neither agreeing nor disagreeing.**

This is a 3% increase on last year. This continues to be an area of strength for our team. From the many focus meeting conversations I have listened to, as well as handover discussions I've overheard, I am confident that my team are able to clearly communicate how children are doing in the nursery. For those of you that disagreed it is around the area of communication during handovers and updates on the parent app. I will address this with the team to ensure that they try and provide consistency across the nursery.

- **98% agreed or strongly agreed that there is a good range of activities available to your child at nursery, with 2 % neither agreeing nor disagreeing.**
96% agreed or strongly agreed that the nursery supports their child's wider development, with 8% neither agreeing nor disagreeing.

It was good to hear that you agree your children have lots of opportunities to thrive and that we are providing a good range of activities.

Over the past year we have reintroduced face to face home visits, continued with our Southbank Sinfonia classical music sessions and Rambert dance sessions. We've had a focus on daily trips along the Southbank, to the Tate gallery, Borough market, and the Columbo pitches. We have become a community partner of London Transport Museum and took all the children to Vauxhall City farm.

We have continued to improve the nursery environment including new furniture and resources in Discoverers and Explorers, new carpet in Explorers and the sensory room and with money raised from fundraising activities purchased a new 4-seater pram.

- **88% of you agreed or strongly agreed that we have taken all necessary steps to minimise the risk of infection from coronavirus, with 12 % neither agreeing or disagreeing and 2% disagreeing.**

We will continue to review and adapt our practice to minimise the risk of cross infection within the nursery and we thank all our parents/carers for their support in this endeavour. We have excellent ventilation within the nursery and have CO2 monitors throughout.

- **6% (3 people) of the respondents have a child with Special educational needs or disabilities (SEND) When asked how strongly they agreed that their child with SEND is given the support to succeed 3 agreed or strongly agreed.**

We pride ourselves on being an inclusive nursery. We are fortunate to have Fatemeh, one of my deputies, who is a highly skilled and qualified SENDCo to support us. If you have any questions or concerns about your child's development, please don't hesitate to contact her by email at F.Mozaffari-Chinjani@coinstreet.org

- **100% of you said you would recommend the nursery (100% for the 3rd year running)**

We are proud of this endorsement and recognise that there is no better recommendation to a prospective parent than a personal recommendation from you, so we thank you once again for all agreeing that you would 100% recommend us.

As well as your responses to the main questions a few of you added comments which have been noted.

- 3 parents felt that feedback to parents could be improved (2 Explorers and 1 Investigators parent)
 - I have passed this feedback to the Room Leads so that they can make sure the team provide a consistent approach to sharing information at handovers and on the parent app.
 - We are in the process of training the staff to write up their weekly/monthly in observations rather than as notes. Once this is in place all observations will be reviewed by a member of the nursery leadership team before being released to parents, allowing us to monitor the quality of what is being shared, who is sharing and how often.
 - Currently we only have 2 iPads in each room which can make it difficult for every member of the team to find time to update their key children's records on Famly. We will be purchasing every member of the team their own tablet which should vastly improve the sharing of information on the app. We will keep this under review as we don't want the staff to be too distracted with updating the app rather than spending time teaching and observing the children.
- One dad would like to be more involved in activities with his child. We would love to have parents in more and we are always trying to think of ways in which we can do this without too much interruption to the children's education and routine. We would encourage all parents to join us for the nursery open days as this is a great opportunity to join in activities, have a look around the nursery and mingle with other parents and carers.
- A parent commented that they thought the children were watching too much TV in nursery and wondered if it was possible for children to get outside every day.
 - The use of screen time is very limited in the nursery. We have a large monitor in the expressive arts room which we use to watch educational films, stories or to research activities relating to the children's interests or core book. On other rarer occasions the Discoverers children vote to watch a short film together as a reward for achieving their 10 group stars, apart from that there isn't really any occasion where the children would watch TV.
 - Being outside is a priority for our nursery. All children play outside in the garden every day for quite a lot of their day, and over the week most of the children, depending on how often they attend nursery, will get to go on a local trip 2-3 times per week.

Some of the specific compliments included:

Explorers:

- My child is so happy at nursery, he loves his key worker and the other staff in the baby room and has formed really strong attachments with them. We get lots of feedback at the end of the day and love seeing the photos on the app.
- I love the variety of extra activities - going to transport museum, puppet show, Rambert, football.

Investigators:

- We think Coin Street is great, thank you for all your excellent work!
- Just joined recently. Very polite and professional staff, my two year and six-month son loved it.
- We're delighted with Coin Street Nursery. You manage to retain excellent staff, keep costs competitive and have a smart approach to learning. I have recommended it to other parents, all of which seem happy.

- Definitely, I'll recommend Coin Street. it's a lovely place.
- Definitely recommend! We couldn't love it more!
- Overall, I think the staff are very friendly and support the children, many activities take place.
- It's been a challenging year for my son transitioning from Explorers to Investigators. The nursery has worked together with us well to support my son to develop appropriate behaviours for the setting. It has been a positive experience to work collaboratively with the nursery - management, SENDCO, room staff a plan. I believe we have all learned about how to approach this issue and work together as we have gone along, ultimately arriving at a good outcome after a challenging start.
- Absolutely I would recommend Coin Street and I regularly do so! Room staff have just consistently blown me away with their dedication to the children from day 1, and the bond that my son has developed with staff in the room and in the office has been wonderful.

Discoverers

- We are very comfortable with the Nursery and it has a happy, positive energy. Our daughter clearly loves it and always asks to go even on days when she is not attending. We are extremely pleased with her development, and she is clearly loving it and making a lot of friends. The nursery team are always ready with a warm welcoming smile, and they make you at ease straight away. It's a loving, kind and special place where great memories are made. We are very fortunate to have Coin Street in our neighbourhood. Thanks ever so much to the team.
- I cannot stress how amazing the whole team have been since my son started, not only with him but me also. He has loved it since day one and is always happy to be going, and I'm happy to leave him in their care. We have unfortunately encountered some very difficult times in our personal lives, and they have all been so supportive. A massive thank you to you all.
- Really can't be more pleased about my child's learning journey here at nursery. The open plan layout the nursery provides is especially lovely as all the children know each other and get on regardless of age group assignments.
- I am constantly amazed at the wonderful opportunities the nursery provides my son to expand his horizons and learn more. They are great at using the local facilities and he always looks forward to going in. He has learnt the basics of numeracy and literacy which has been excellent to see.
- Thank you for all you do. It is great to be involved with the wonderful Coin Street nursery family.

Thank you for taking part in this survey.

Best wishes,



Jane Christofi
Head of Early Years Education