**Satisfaction survey analysis**

We currently have at the time of this survey 55 families in the nursery.

44 of you responded (76%) of which 68% were completed by our mums.

84% of our respondents have children that were under 2 years of age or were when they started.

Almost half of the respondents were from our parents in our Discoverers room

**Key findings from the survey**

**100% of you agreed or strongly agreed that your child is happy and that they feel safe in the nursery**.

This is fantastic news as children learn best when they feel safe and happy!

**93% agreed, or strongly agreed, that the nursery makes sure the children are well behaved. With the other 7% neither agreeing nor disagreeing**.

Our focus since returning in June has been on promoting positive behaviour rather than ‘managing difficult behaviour’. In January we used the inset day to train together as a team to ensure that we have a consistent approach across the whole nursery and I shared some of these ideas and strategies with you all in the December newsletter that could be used at home. If we are consistent at home and at nursery then our children will learn quickly how to self-regulate their emotions and get the best from their time at nursery.

**72% agreed, or strongly agreed, that the nursery makes you aware of what your child will learn during the year. 16% neither agreed nor disagreed and 12% disagreed or strongly disagreed**.

This is an area we have been working to improve throughout the last 6 months, so it is good to see that the vast majority of our families agree that we are keeping you updated on what your children are learning whilst at nursery.

We have recently launched ‘In the moment Planning’ and ‘Focus children’, our new approach to teaching and learning, details of which I shared with many of you in the recent parents’ forum. We will be seeking further feedback from those of you that have been part of the first group of ‘Focus children’ to find out what you think of this new approach.

Working with our parents to support children’s learning is very important to us and there are many ways for you to find out what your child is leaning. These include logging into First Steps and reviewing the daily diary updates, reading the latest newsletter updates and face to face during handovers. When your child is a ‘Focus child’ you will be asked to complete a short form that will give you the opportunity to share with us your child’s current interests and areas for development. Following the week of observation, the team will meet with you and together you will think about and agree how best to support your child’s future development. This will be the process 3 times a year and will form the biggest part of how your children’s learning and development will be assessed and shared with you.

Thank you to those of you that have suggested we share in advance some of our planned activities, songs, and books so you can use this information to support your child’s learning at home. We have taken this on board and are reviewing how best to share this with you in advance, whilst also taking into consideration that much of the planning is done ‘in the moment’ following the children’s interests at the time. We are currently working on an annual plan of key activities, skills, learning opportunities that all children will access throughout their time with us. As soon as it is completed, we will share it with you.

**81% agreed or strongly agreed that any concerns you may have were dealt with properly. 17% neither agreed or disagreed with 2% disagreeing.**

Partnership with parents is vitally important to the whole team and it is good to hear that most of you agree that when you have a raised as concern it was dealt with properly. I’d like to remind all of you that if there is anything you would like to raise to me in person then then please feel free to approach me at the beginning or end of day. I also encourage you to let me know if you feel you’ve raised something with my team that you feel hasn’t been addressed. Please don’t wait as I’d rather know as soon as you have a concern or need some information or clarification on something. Email is often the best way to get me but I’m always happy to give you a quick call to follow up if need be.

**69% of you agreed or strongly agreed that the nursery has high expectations for your child with 26% neither agreeing or disagreeing**.

We’ve been re-thinking ways to improve the sharing of expectations with our parents and carers so that together we can be more effective in improving outcomes for our children. By working together to have shared high aspirations for all our children we will ensure all children make rapid progress throughout their time with us.

One of the ways we would like to share high aspirations is to have a set of agreed developmental indicators that we would typically expect to see for children’s Personal, Social and Emotional Development (PSED) at each point of transition. Over the next month or so we will develop and finalise these and then share them with you all. These indicators will help us to have a common understanding of what aspirations and expectations we have for all our children.

**100% of you agreed or strongly agreed that your child does well in our nursery.**

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% agree or strongly agree that the nursery lets you know how your child is doing**, **with 5 % neither agreeing nor disagreeing.**

This is an area of strength for our staff team. I have sat in, listened to and overheard discussions my team have had with parents and carers and it is great to know that you agree that the team have good communication with you about how your child is doing.

**95% agree or strongly agree that there is a good range of activities available to your child at our nursery, with 5 % neither agreeing nor disagreeing.**

**88% agree or strongly agree that the nursery supports your child’s wider development, with 10% neither agreeing nor disagreeing and 2% disagreeing.**

As you can imagine during this unusual time working within the restrictions the pandemic places upon us it is good to hear that you agree your children are having lots of opportunities and that we are providing a good range of activities. Once the restrictions are removed, we will return to normal service and extend activities and opportunities even further. One of the areas we have focussed recently is improving the outdoor play areas and with your support we have improved the mud kitchen, water play area and construction play area and next we will make improvements in our physical play area and our creative arts offer.

**90% of you agree that we have taken all necessary steps to minimise the risk of infection from coronavirus, 2 % neither agreeing or disagreeing and 8% disagreeing or strongly disagreeing.**

Complying and adapting our practice to minimise the risk of cross infection has been a steep learning curve for all of us.

This is an area that we keep under continual review. We have greatly appreciated your support throughout this challenging time with keeping up with recommendations.

**5% of the respondents had a child with Special educational needs or disabilities (SEND)**

**When asked how strongly they agreed theat their child with SEND is given the support to succeed 100% agreed or strongly agreed.**

**100% of you said you would recommend the nursery**

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

Areas you thought we could do better included:

* Knowing what your children are doing throughout their day
  + I’ve covered this in detail earlier in this letter
* Ensuring that children get to take part in as wide a variety of activities as possible regardless of gender.
  + We always encourage children to take an active part in activities that will stretch and support their development. We actively encourage children to take part in activities that celebrate difference, diversity, and equality, we would not in any way promote gender biased play.
* Sharing our approaches to promoting positive behaviour, learning approach and our aspirations for your children
  + I’ve covered this earlier and in recent parents’ forums and newsletters. We will ensure this remains a high priority over the next year.
* Contact numbers for key staff
  + We will share these in the next newsletter for future reference
* Messy clothes
  + A concern was raised that at times children have come home messy after a day at the nursery. Unfortunately, play is messy! Experiencing messy play is a vital part of every child’s sensory and physical development in nursery. Staff will always encourage children to wear aprons when playing with the water, paint and wet weather clothing when playing with mud, paint and water outside. The difficulty is that as this activity is part of an everyday activities for all the children will get messy even with an apron or they may forget (or refuse) to put one on. For this reason, it is preferable for all parents to make sure their children wear clothes to nursery that they can get messy in. Staff do not mind supporting children to get changed into these clothes when they arrive at nursery. Ultimately, we want all children to play unhindered and without worrying about spoiling their best clothes, so please keep best clothes for home. In my last nursery the children wore a dress code of navy-blue tracksuit bottoms and tops. If we introduced this approach here it would mean that we always had a supply of spare clothes ready for every accident and gave children, the freedom to get messy throughout their play and save their best clothes for best! This is something I’ll be speaking to you all over the next month or so to see if you’d like us to introduce the idea here.
* Wearing Masks indoors
  + The staff do wear masks when they travel around the communal areas of the nursery and neighbourhood building. They do not wear masks in their bubble. This was discussed with all the staff and it was agreed that wearing masks in the bubbles would have a detrimental affect on children’s speech and communication skills and ultimately affect their learning. Staff are vigilant with ensuring other measures to reduce the risk of infection such as regular handwashing and deep cleaning at the end of each day. We will continue with this approach as it appears to be working well.

Some of the specific compliments included:

“The coin street nursery is without a doubt a wonderful nursery where, all the caregivers are very friendly and I am very grateful to everyone, for the great work they do with my son. Thanks.”

“Very happy with Nursery and great care for my children”

“We have been really pleased at how many activities the children are able to do in spite of covid restrictions. There seems to be a very good plan for risk management regarding this as it would be very easy to stop everything rather than assess risk for each area.”

“The nursery has been great. Both of my children are so happy there.”

“Thank you all for taking care of my son as you do and stimulating him to learn new things every day. It's being lovely to see how happy he is when attending to nursery.”

“We are really happy with the nursery in general and with the staff in particular”

“My child loves nursery and we are so glad we chose Coin Street. We're really looking forward to using the new app so we can better see what the children do during the day.”

“I have recommended this nursery to people who have joined and have been grateful for the recommendation. I believe the Head of the nursery is far better than the original head when I joined, and this is reflected in the feedback that I’ve heard from other parents”

All feedback is important to us as it helps us to develop.

It was particularly welcome to read some of the positive comments you’ve written.

Thank you for taking part in this survey.

Best wishes,

Jane Christofi

Head of Early Years