



About the results

At regular intervals Ashridge Nursery provides the parents an opportunity to have **their** say on how they feel the nursery has performed on a number of areas. A paper questionnaire is distributed to parents and reminders sent to ensure as many parents as possible take part. We are open to feedback at all times of the year, but this provides a valuable chance to take a measure at the end of the school year amongst the entire community of Ashridge parents. Questionnaires were distributed on 21st June 2013 and the cut off date was 10th July 2013.

This year we received **44** completed surveys out of a possible 75, which equates to a response rate of **59%**. This is very good for self-completion surveys which can often have a very low response rate, sometimes in single figures.

The survey contained **18** questions which parents were asked to answer using a scale of:

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

There were also opportunities for parents to write any comments they had in specific areas or more generally to ensure that views were captured on all areas of the nursery, but also that reasons for answer choice were elicited.

In this report, answers have been grouped together into similar topic areas and commented on.



Ashridge Nursery Parents Survey 2013

Overall summary

Ashridge Nursery can be very proud of the parent's survey results. There was a good return rate of questionnaires which suggests a real engagement with the nursery. Results collated would indicate high levels of satisfaction with the nursery in all areas of provision. Almost all responses were favourable to the nursery in many cases 'top box' (highest score). Where scores were not positive this does not always suggest that a negative opinion is held, in many instances the parent is giving a neutral response, likely to stem from a lack of experience or knowledge to provide an opinion.

There would appear to be real progress made on working with parents. 'Do you feel you have enough information about your child's time at nursery' attracts 84% agreement compared to 55% in 2011. Initiatives such as the emails were spontaneously praised this year indicating that they are hit. There remains a minority who do not agree that they have enough information, and clearly this is something that the nursery will continue to strive to improve.

On balance however, there were many positive comments provided.

'...has gone from a child who clung to my legs on the first day to loving nursery. She loves the staff, has made good friends and we will be very sad for her to leave Ashridge'

The nursery is always a happy place for the children to come to, the staff are always caring and helpful and alert to all the children's particular needs'

'Occasionally staff could be a bit defensive when receiving feedback. Would also be nice to be informed when work experience students or other trainees are going to be in the nursery (before children come home talking about people you are not aware of) but overall a very positive experience so a big thank you to all the staff. We have been and will continue to recommend Ashridge'

'I am very happy with my daughters progress, I feel she has developed hugely in her confidence thanks to the staff at Ashridge it has given her a good foundation to starting school'

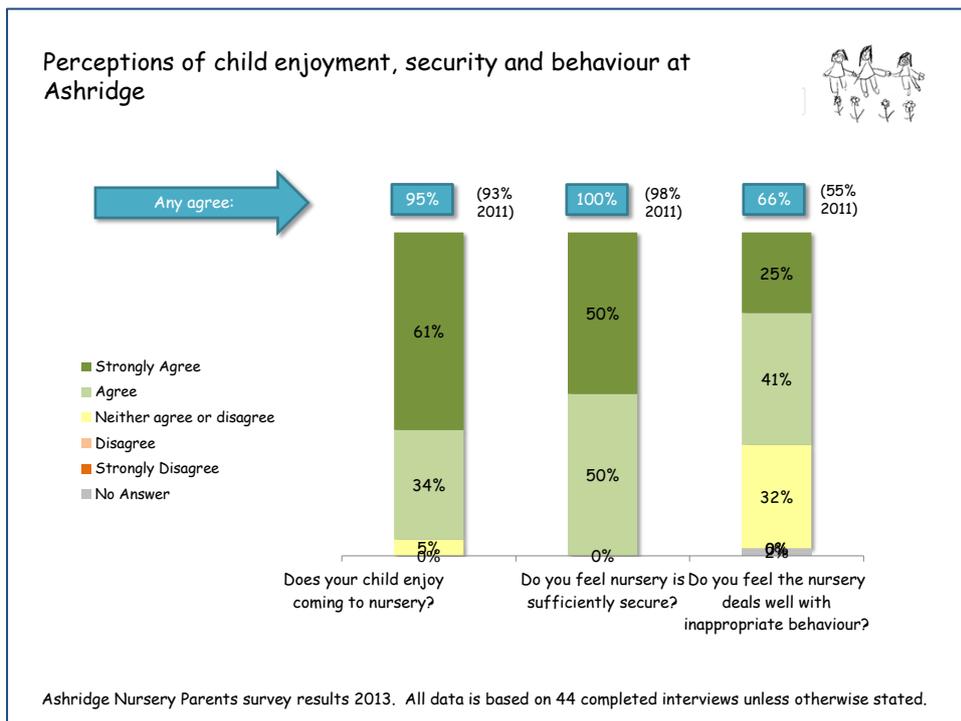


Ashridge Nursery Parents Survey 2013

Detailed results

Enjoyment, security and behaviour

The chart below illustrates some very positive feedback from parents with regards to their perception on whether their child enjoys coming to nursery. Three in five parents agreed strongly that their child does enjoy coming, with overall agreement almost universal at 95%.



'She loves it'

Security also did not emerge as an issue with all parents agreeing that the nursery is sufficiently secure, half strongly agreeing that this is the case.

There was less high agreement that 'the nursery deals well with inappropriate behaviour' however as the bulk of those not positive on this measure place themselves as 'neither agree or disagree'. A conclusion that could be drawn here is that they do not know enough or have experience of situations where the nursery's response in this situation could be measured. That there was no outright disagreement would appear to support this as would the following comments.

'Difficult to know, I have not heard of any behaviour that needed managing'

'No experience of this to comment.'



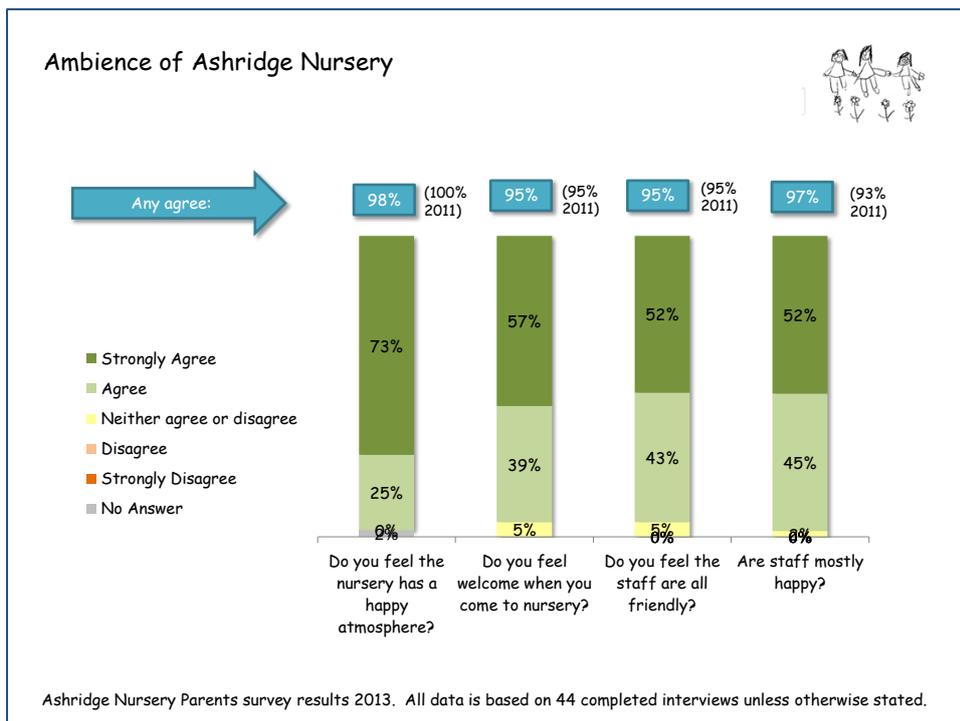
Ashridge Nursery Parents Survey 2013

In an instance where there was agreement, more feedback was requested so that the parent was aware.

'I am happy that the teacher dealt with it at the time but as parents are not told on the day these things occur I could 'treat' her that day and would be reinforcing bad behaviour unknowingly. I would prefer to be told at the end of the session if there was any inappropriate behaviour by my child'

Ambience

Almost all those parents who responded were upbeat as to the general atmosphere of the nursery, characterised by it seeming to be 'happy' (98%), feeling welcome (95%), staffed by friendly personnel (95%) who are mostly happy (97%). There was no disagreement with any of these statements. Top box agreement (strongly agree) was high, with almost three in four (73%) of parents agreeing strongly that the nursery as a 'happy atmosphere'.





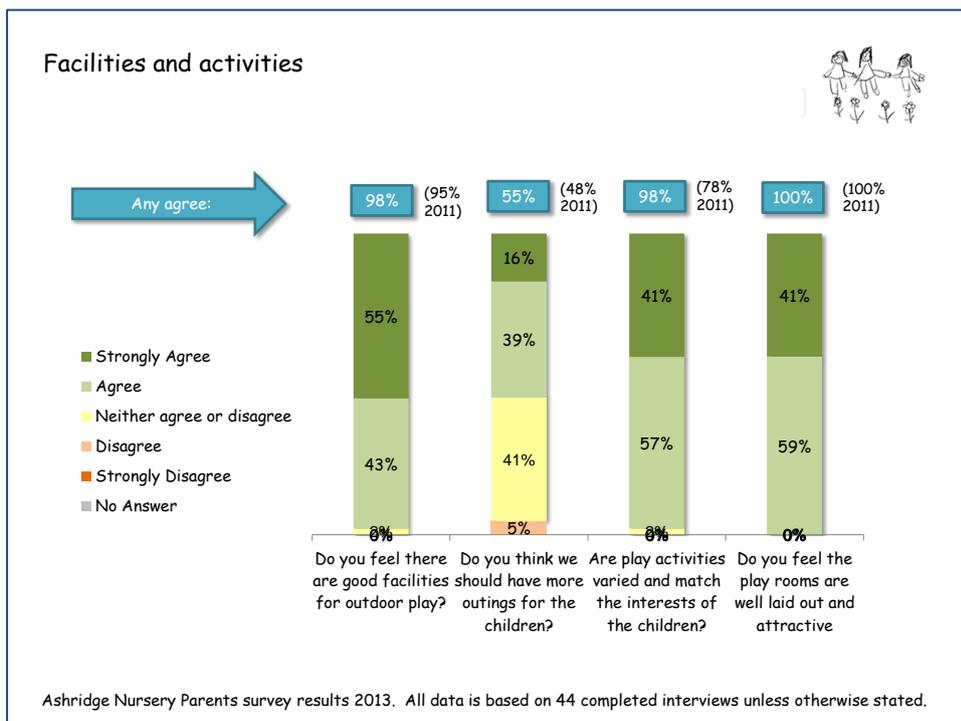
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Facilities and activities

Outdoor play facilities, indoor play rooms and play activities are well thought of by parents. Almost all (98-100%) agreed that 'there are good facilities for outdoor play', that play activities are varied and match the interests of children' and that 'play rooms are well laid out and attractive'. This is very encouraging as this is an area where staff work very hard to deliver. With the exception of outdoor play facilities levels of 'agreement' exceeded 'strongly agree', but that there are no dissenting voices would seem to demonstrate that the facilities and activities offered by the nursery are of a good standard.

'Very good facilities for outdoor play'

'I am really impressed by the variety of play/ activities offered to the children'



Parents were asked if the nursery should provide more outings for the children. Just over half of parents thought that this should be the case, with the bulk of the remainder sitting on the fence neither agreeing nor disagreeing (41%) although 5% do disagree. This would suggest that there *could* be more potential demand for outings and that their provision would *not* be unacceptable to most parents.

'It would be lovely to have an outing each year, I am sure a parent/ group of parents would be happy to organise if time is an issue'



Ashridge Nursery Parents Survey 2013

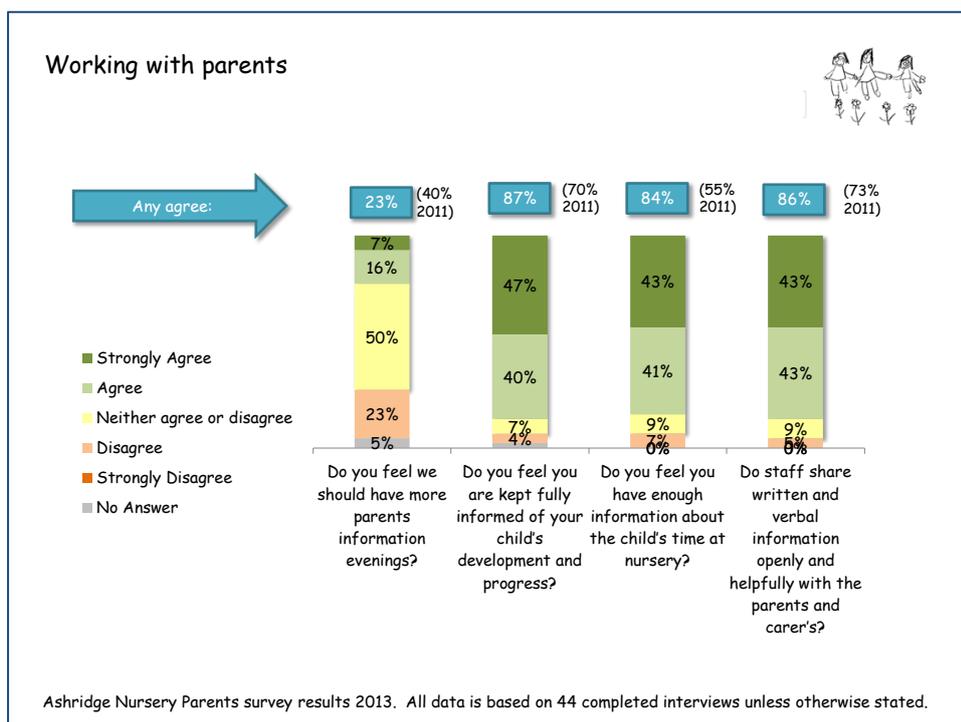
'I appreciate that without parental support the logistics could be very difficult'

'Outings are a lovely idea but as long as children are sufficiently stimulated at nursery (which I believe they are) I do not think they are necessary'

'I am happy to contribute/ pay for outings if required'

Working with parents

Compared to some of the other areas examined in the survey there are some (but very few) voices that do not feel that they have enough information or feel informed about their child's progress at nursery. Almost nine in ten (87%) agreed that they 'feel fully informed of your child's development and progress', and similar proportions (84%, 86%) agreed that 'they have enough information about their child's time at nursery' and 'staff share written and verbal information openly and helpfully with the parents and carer's'.



Disagreement levels are very limited (between 4% to 7% equating to 2 to 3 parents), Results do not demonstrate any need for a wholesale review in the approach for parent engagement and indeed, compare favourably from results in 2011. However, there are suggestions as well as praise in this area.



Ashridge Nursery Parents Survey 2013

'The termly keyworker meetings are good as well as informal chats at pick up/ drop off'

'I also love the photos posted on the board outside nursery'

'I would like to learn more about his friends/ who he plays with etc.'

'Would suggest maybe a brief weekly update so parents can understand what their child has been doing and learning'

'I would like more frequent reports'.

Recent changes attracted some very positive feedback, with just some of the comments about the emails listed below.

'The new email listing the weeks activities is very good'

'email of what they do each week is great'

'I really appreciate the weekly email detailing the weeks activities'

There was *limited* demand for additional parents information evenings, with one in four agreeing they would like to see greater provision in this area (23%), although most agreed rather than agreed strongly (16% vs. 7%).

'It would be nice to have a better understanding of what they are learning'

'The Early Years presentation delivered by Mrs Lipski was promised as a handout but never saw it and the subjects touched on would be welcomed as infor evenings by most parents'

That 50% are not able to express an opinion either way would suggest that there is ambivalence and that depending on the subject matter some would be interested but not that there is a great deal of unsatisfied demand.

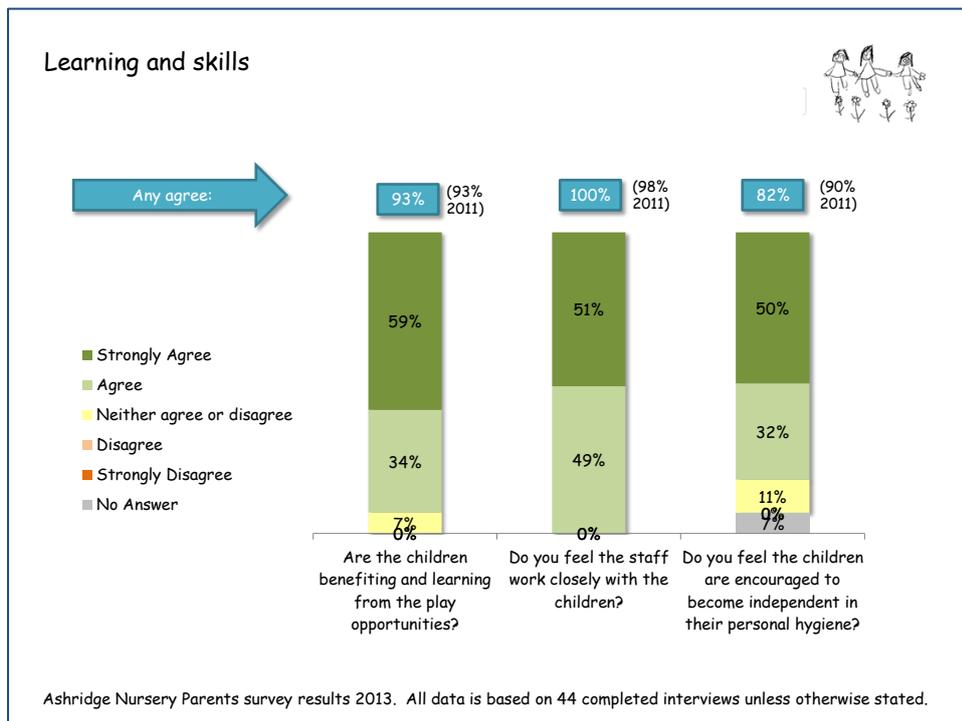


Ashridge Nursery Parents Survey 2013

Learning and skills

There was unanimous agreement that 'staff work closely with children' and over half agreed strongly that this was the case. There was also a feeling that children are benefiting and learning from the play opportunities in place for them (93%), with no dissenting voices. It could be difficult to comment however:

'Hard to know, whenever I ask what happened at pre-school the response is always "I can't remember"'



Whilst agreement was not quite as high for 'children are encouraged to become independent in their personal hygiene', there was no disagreement, but neutral or a lack of response here and this would suggest that those not agreeing did not feel able to comment from a lack of direct experience. There were some positive comments from those that had:

'Nursery has done a much better job than me at helping my child become more independent'