



About the results

At regular intervals Ashridge Nursery provides parents an opportunity to provide feedback on how the nursery has performed in their eyes. A paper questionnaire is distributed to parents and reminders sent to ensure as many parents as possible take part.

Although Ashridge Nursery is open to feedback at all times, 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 26th June 2014 and the cut off date was 11th July 2014.

This year we received **35** completed surveys out of a possible 76, which equates to a response rate of **46%**. This is very good for self-completion surveys which can often have a very low response rate, sometimes in single figures. However, the sample size is limited and therefore whilst fluctuations in scores between the years are interesting, they are not to be assigned **too** high a level of importance. 2 responses equate to approximately 6% of the sample, and so differences can depend on relatively few survey participants.

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 2014

Overall summary

Ashridge Nursery can once again be proud of what it achieves. Emerging from the survey, some key strengths are the **enjoyment for children** and **warm atmosphere** it achieves.

- Does your child enjoy coming to nursery? 97% agree including 63% agree strongly
- Do you feel the nursery has a happy atmosphere? 97% agree including 71% agree strongly

There are scores where a few parents did not express a positive opinion, although this was mainly neutral rather than outright negative in most cases. This was perhaps most evident for 'kept fully informed on your child's development and progress' (86%) and 'have enough information about your child's time at nursery' (74%). It is worth noting that scores have improved since 2011, however, and there was spontaneous praise of the email system, for example as a means of keeping in contact.

An opportunity to pass on comments on any area was provided in the survey and the following comments were provided. Many are extremely positive. There were a couple of mentions of snacks, and also suggestions to improve involvement in the nursery.

Snack time

'My child tells me that she sometimes misses snack time. If this is the case, I feel that it is not ideal to allow a 3 or 4 year old to be responsible for such an important activity'

'I feel that snack time might be better if the children all sit down together and staff ensure that each child has been offered a snack'

Praise

'Our daughter has had an amazing time at Ashridge. Made great friends, had loads of fun and experienced different things from playing, visitors (Owen's animals) which was a great hit. She has developed as a little girl and goes to school with lots of confidence and excitement to learn. Thank you very much we look forward to our little man joining in 2015.'



Ashridge Nursery Parents Survey 2014

We think Ashridge Nursery is a great environment for children and my child really enjoys his sessions. I recently attended the Owen's Animals visit which I thought was wonderful. The children were so interested and beautifully behaved. Its great they can have experiences like that at the nursery'

'My child loved his time at Ashridge Nusery. I feel he has been well cared for, and there has been excellent communication where there have been any issues/ updates'

'Fantastic nursery, thank you so much!'

'My child has had the most wonderful time at Ashridge Nursery. All the staff are wonderfully caring and take a very personal interest in the children making them all feel special and secure. The nursery always seems calm, efficient and a very loving environment. You have nurtured my child and she has grown. I can't thank you enough for the very positive pre-school experience and I am glad that it will provide such strong foundations for the rest of her time in education.'

'Ashridge is a fantastic nursery, a lovely happy place'

'My child has excelled here and I appreciate greatly the non-pressured atmosphere'

Involvement

'All committee notices and lists are very difficult to get to see at drop off and pick up why not make it more accessible by putting it outside during Nursery time - may get more interest and sign ups when people are queueing'

'Task force evenings are often difficult for many of us to attend as we cannot attend evening meetings. You could combine them with coffee mornings as most mums are happy to do the work'

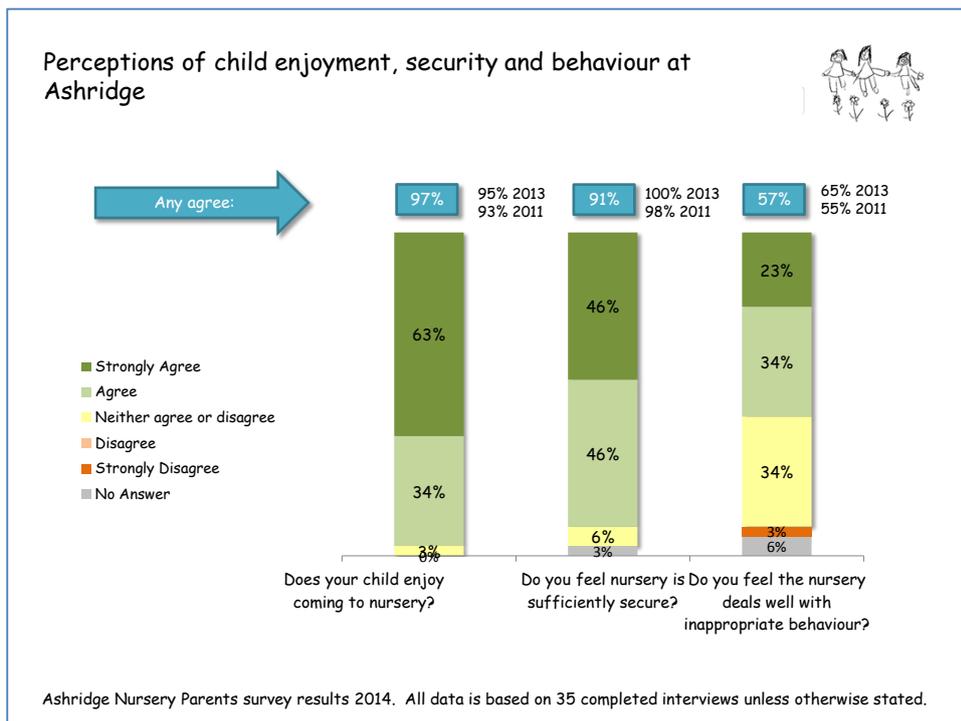


Ashridge Nursery Parents Survey 2014

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. Well over three in five parents agreed strongly that their child does enjoy coming, with overall agreement almost universal at 97%.



'She has been very vocal on the odd occasion she has missed nursery'

'Not strongly agree as she says she is tired before she goes, but enjoys when she is there'

'Every morning he is excited to come, to see his friends and teachers'



Ashridge Nursery Parents Survey 2014

For almost all parents (91%), the nursery is sufficiently secure, and there were no responses negative on this issue. However, a number of suggestions were made as to how it could potentially be improved, perhaps why the scores given is not 'agree strongly' for all parents.

'Excellent security at front door but mesh fence at the side'

'It is secure but I think a member of staff should be at the gate also for the beginning and end of sessions'

'Reminder for parents to close the gate'

There was less high agreement that 'the nursery deals well with inappropriate behaviour' (57%), and this is similar to previous years. 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. Comments made were either favourable or indicating a lack of knowledge of policy or practice in this area.

'Very well'

'No experience at the moment'

'Unaware'

'No experience to draw conclusion'

'Haven't experienced any behaviour issues, so can't comment'

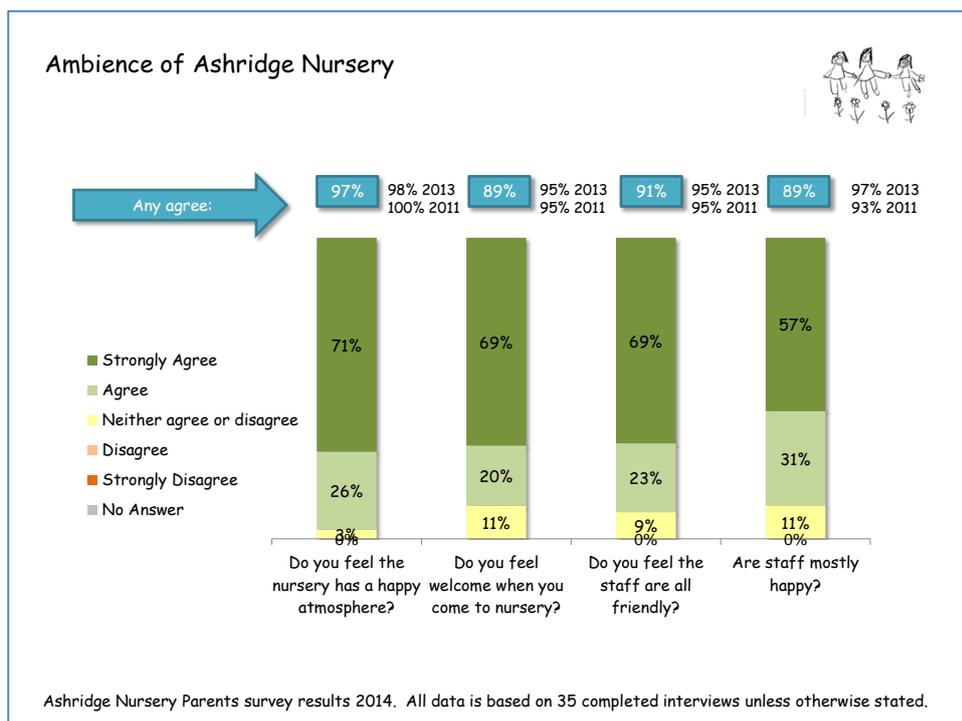
'I am not aware how this is dealt with'

Ashridge Nursery Parents Survey 2014



Ambience

As in previous years, the ambience of the nursery is praised by parents. Almost all feel that the atmosphere is 'happy' (97%), that they feel 'welcome' (89%), and that staff are friendly (91%) and happy (89%). Scores in brackets are overall levels of agreement however in each case the proportion ascribing the very top score 'agree strongly' are the majority.



'Very welcoming' 'Very friendly and always ready to help and guide'

(Happy staff) 'Virtually impossible to judge! They always appear happy'

Not everyone was in positive agreement, however, no one disagreed. There were a few comments:

(Relating to friendly staff) 'Some, not all, and it really depends on the day'



Ashridge Nursery Parents Survey 2014

Facilities and activities

As in previous years, there were very positive scores for outdoor play facilities (91%) and indoor play rooms lay outs (94%). Scores are very slightly lower than previous years with one or two dissenting voices. But there is nothing to be unduly concerned over.

'Good use of what is available'

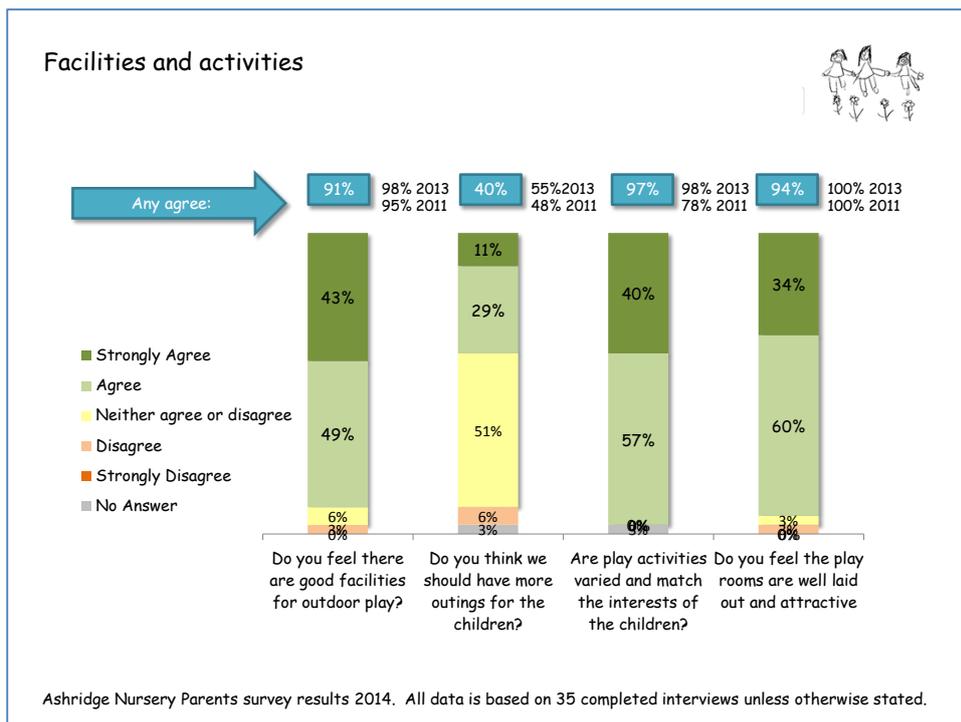
'Small space'

'Be nice to have a grassy area'

'The new climbing frame will be a huge positive'

'Room for improvement'

'The outdoor play area is good but needs updating'



Parents were asked if the nursery should provide more outings for the children. Just two in five (40%) parents thought that this *should* be the case, with the bulk of the remainder sitting on the fence neither agreeing nor disagreeing (51%) although 6% 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.



Ashridge Nursery Parents Survey 2014

'Term outings, educational and fun'

'Would happily come and help as they gain so much from these outings'

'One example is a local pre-school going strawberry picking'

'Possibly but with parents too might be nice'

'More outings would be perfect to public spaces'

'I think that they have lots of opportunities at the moment, but my child always really enjoys something different so would love more'

'I think it is a good idea to have trips for the older children'

'Not big outings, but it would be nice if they could attend assemblies'

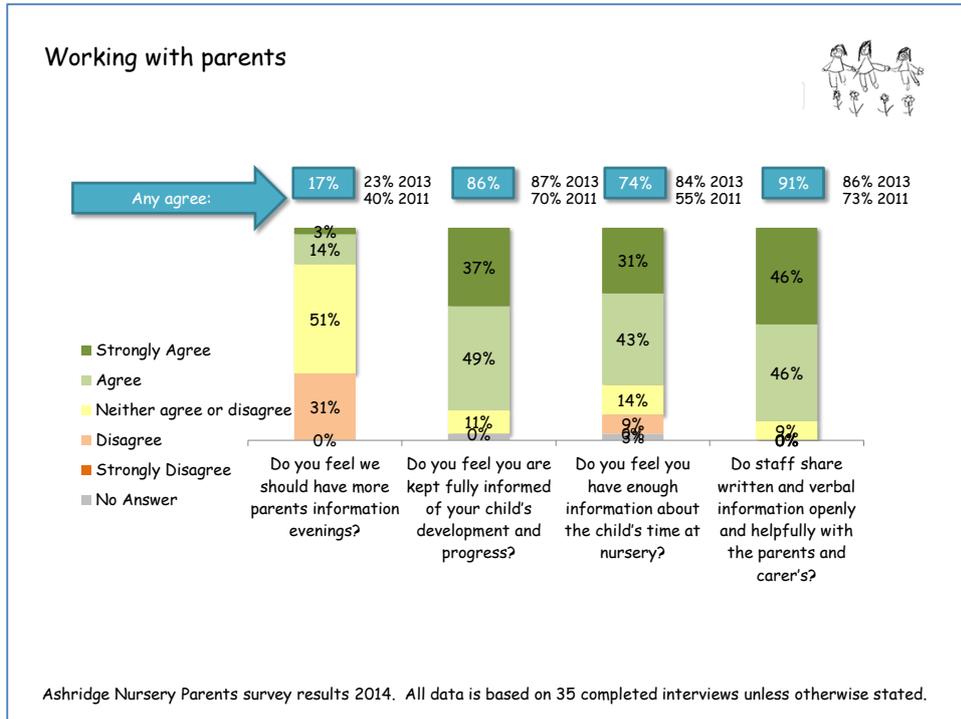
Almost all found that play activities were varied and matched the interests of children (97%). More were 'agree' (57%) than 'agree strongly' (40%) on this measure, illustrating the nature of the challenge of matching interests of many different children.

Ashridge Nursery Parents Survey 2014



Working with parents

Around three in four (74%) parents who responded felt that they had enough information about their child's time at nursery, and this is very slightly lower than the proportion last year (although remains much above 2011). More (86%) agreed that they felt fully informed of their child's development and progress, and that staff share written and verbal information openly and helpfully (91%).



Those not agreeing with the statements discussed above were mostly neutral, the exception being receiving enough information about time at nursery where 9% (3 parents) disagreed. Therefore whilst positive comments were made, there are some suggestions for improvement:

'Both with the keyworker meetings and the weekly Monday email I am fully aware of the activities'

'Would prefer additional feedback about what is achieved every session'

'Weekly email with the information about activities is a great idea, it enables us to discuss what has been enjoyed in the session'

'Very well informed during the meeting and when questioned'



Ashridge Nursery Parents Survey 2014

As in 2013, there was *limited* demand for additional parents' information evenings, with fewer than one in five (17%) agreeing they would like to see greater provision in this area.

Around half (51%) do not agree or disagree, suggesting that there is a degree of uncertainty, perhaps pertaining to the subject matter or their ability to attend. Around a third disagree.

'I feel that any questions we have are answered by nursery staff. Also plenty of information via email'

'I think that there has been plenty of information on offer'

'Unfortunately they always seem to be on a Tuesday or Thursday evening when I work, otherwise I would try to attend'

'The email sent out provides good information on activities and themes'



Ashridge Nursery Parents Survey 2014

Learning and skills

Almost all (94%) agreed that 'staff work closely with the children', although there were a couple of neutral or dissenting voices but no suggestions or criticisms were voiced. Whilst this should not detract from what is a very positive overall score on this important measure, not all parents 'agreed strongly' (43%) whilst suggest satisfaction rather than delight for the remainder.

More 'agree strongly' that the children are benefiting and learning from the play opportunities (54%), and almost all agree with that statement (97%). The picture is almost identical for personal hygiene, with around half (49%) indicating they 'agree strongly' that children are encouraged to be independent and with 97% agreeing overall.

'My child decided he wanted to use the toilet within a couple of weeks of starting. The staff were all very supportive'

