

## Ashridge Nursery Parents Survey 2015



### 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 16<sup>th</sup> June 2015 and the cut-off date for returning was 3<sup>rd</sup> July 2015.

This year we received **31** completed surveys out of a possible 74, which equates to a response rate of **42%**. 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 **19** 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.

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### 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? 100% agree including 65% agree strongly
- Do you feel the nursery has a happy atmosphere? 100% agree including 84% 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 'Do you feel we should have parents information evenings' (58%) and 'do you think we should have more outings for the children' (45%). Once again scores have improved which is a positive step for the nursery.

There is an opportunity to pass on comments on any area was provided in the survey and the following comments were provided. Many are extremely positive both about their child's experience and the staff. Here are the comments that were given:

*'The nursery is a great way to help children become more independent whilst letting children explore and experience things they want to'*

*'My daughter loves nursery and she has made a few friends which is good for moving to school'*

*'I would highly recommend Ashridge. The staff are wonderful and I am sure my son's time at Ashridge has greatly helped him grow in confidence and skills - Thanks!'*

*'Upon asking what's the best about nursery the response was - loved learning to play together which is fun! Nursery is an amazing place at coping with so much and staff are a credit'*

*'I'm coming to the end of 4 years of my children at Ashridge. It's a fantastic nursery. My children and I have enjoyed all of the activities, involvement and development. I will miss all the staff and highly recommend the nursery'*

*'Only been a few weeks but <my son> is loving nursery so far'*

*'Thank you so much, such a lovely nursery'*

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***'Very pleased with the nursery and the care it provides for our child'***

***'I think the nursery has a fab atmosphere and everyone seems happy, friendly, safe. My child very much enjoys nursery sessions'***

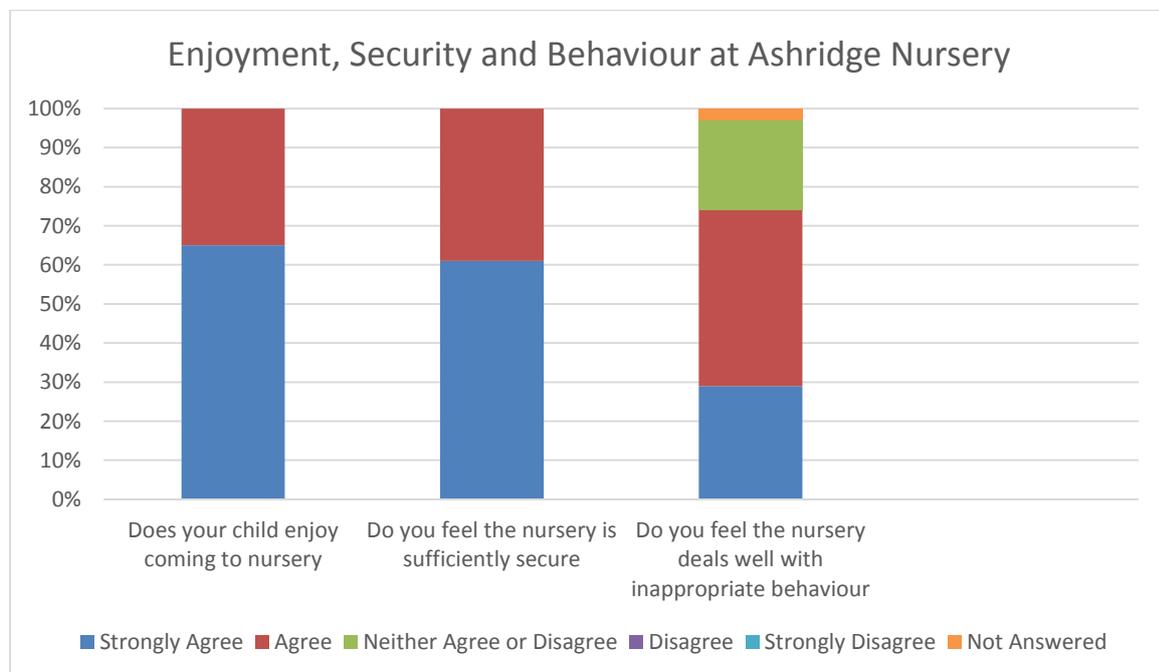
***'Ashridge Nursery is the best nursery all my kids have been to, they are the most helpful and have helped loads with 2 of my children. I would recommend them to anyone to send their children there'***

***'Our son has enjoyed his nursery sessions and has come a long way since he first started. He will miss going when September comes, but is looking forward to the next stage. Thanks to everyone for all their work!'***

### 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 half the parents agreed strongly that their child does enjoy coming, with overall agreement universal at 100%.



Comments:

***'Says he doesn't but I know he does and he always says he's had a good day'***

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*'Sometimes reluctant as says all day is too long'*

*'Wants to come every day'*

*'Insure how bad behaviour is dealt with'*

*'Very much so. He feels very happy going to nursery and has a great time'*

*'He likes the bikes and the sandpits'*

For all parents, the nursery is sufficiently secure, and there were no responses negative on this issue.

There was agreement that 'the nursery deals well with inappropriate behaviour' (74%), and this is an improvement on previous years. The further 29% of responses that were *not overly positive* on this measure place themselves as 'neither agree or disagree' or chose not to answer the question. From this and the comments 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 indicating a lack of knowledge of policy or practice in this area.

*'No experience at the moment'*

*'I am not aware how this is dealt with'*

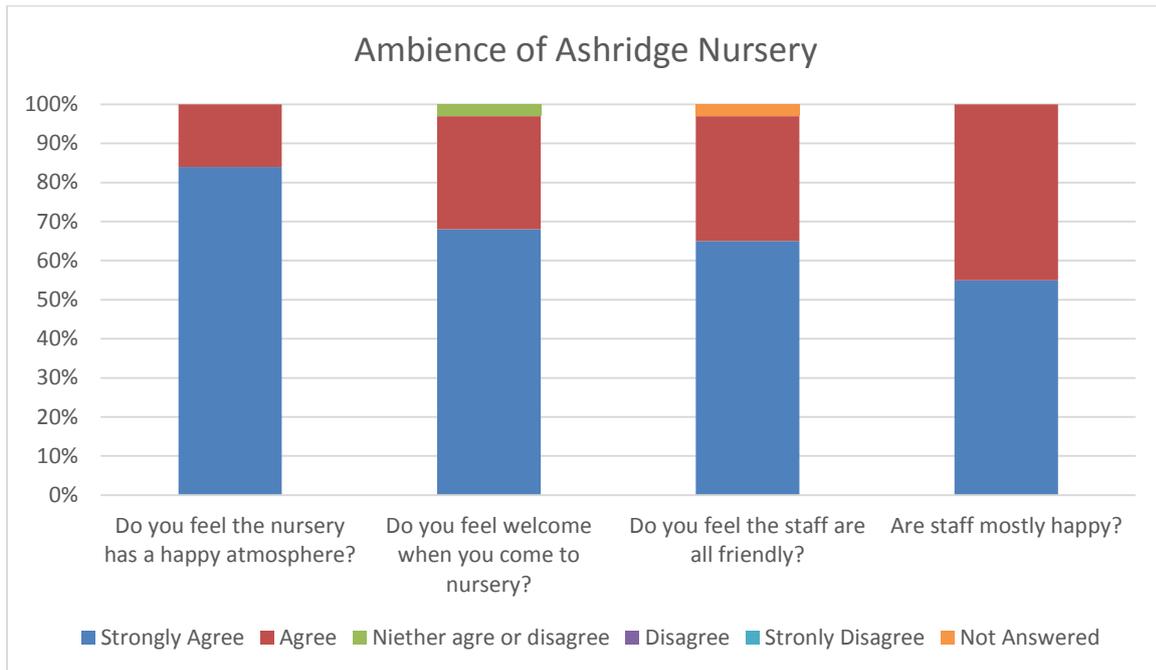
*'This is something we have no experience of'*

*'Although no direct knowledge'*

*'Not observed'*

### Ambience

As in previous years, the ambience of the nursery is praised by parents. Parents feel that the atmosphere is 'happy' (100%), that they feel 'welcome' (97%), and that staff are friendly (97%) and happy (100%). Scores in brackets are overall levels of agreement however in each case the proportion choosing the very top score 'agree strongly' are the majority. Once again these percentage scores are an improvement on last year.



Only one comment was made in relation to these questions, and it was once again a positive reaction:

*'<My son> loves all the staff'*

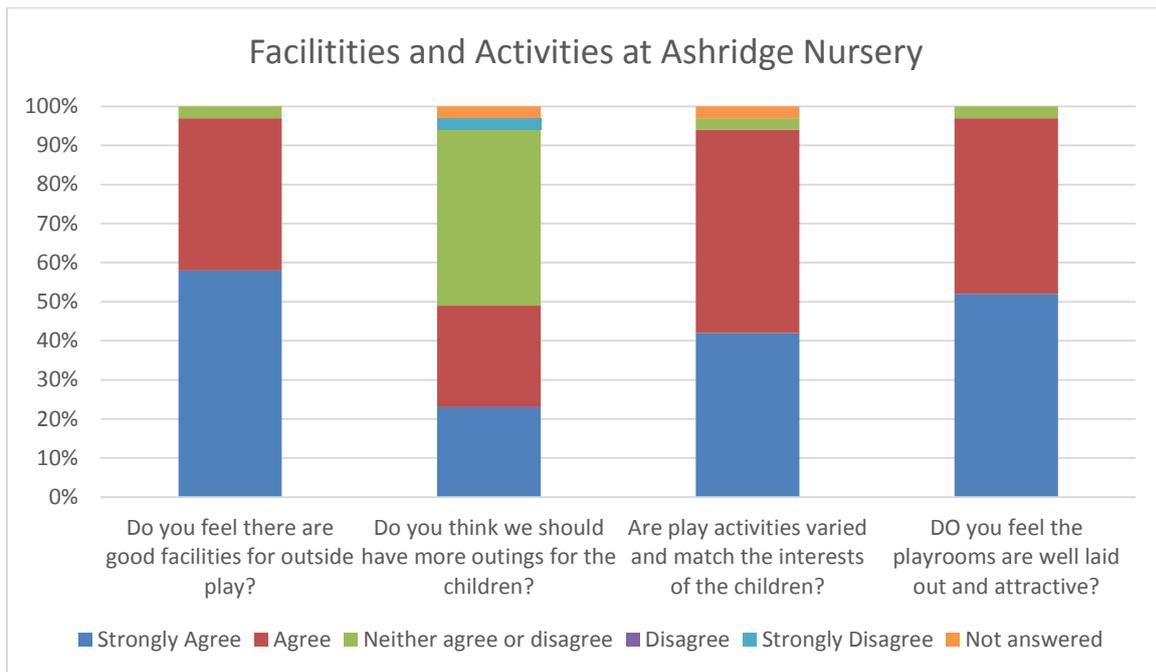
### Facilities and Activities

As in previous years, there were very positive scores for outdoor play facilities (97%) and indoor play rooms lay outs (97%). Scores are very slightly higher than previous years with one or two comments. But these comments are nothing to be unduly concerned over. The outdoor area has been revamped this year, and the inside area is going through transitional changes at the moment which will include replacing some of the furniture in the coming months.

*'Shame the slide and fireman's pole went! Both my children learned how to go down the pole at nursery'*

*'Would be lovely to have more space and natural environment e.g. grass, trees but obviously not possible in current location'*

*'Could do with updating/refresh of furniture etc.'*



Parents were asked if the nursery should provide more outings for the children. Just under half (49%) parents thought that this *should* be the case, with the bulk of the remainder neither agreeing nor disagreeing (45%) although 3% do disagree and 3% chose not answer. This would suggest that there *could* be more potential demand for outings and that their provision would *not* be unacceptable to **most** parents. Shopping trips have been introduced with the opening of the new Sainsbury's Local shop, which the children are enjoying.

***'If budget allows this would be good'***

***'Simple outings to shops, post office park'***

***'Too early to say as my child has only been coming to nursery 1 term'***

Almost all found that play activities were varied and matched the interests of children (94%). This was slightly less than last year (3%) caused by 1 parent choosing not to answer the question. 1 parent (3%) chose neither agree or disagree and also added the following comment:

***'The same activities are often mentioned with repeats at small group time'***

No other comments were made in relation to this question.

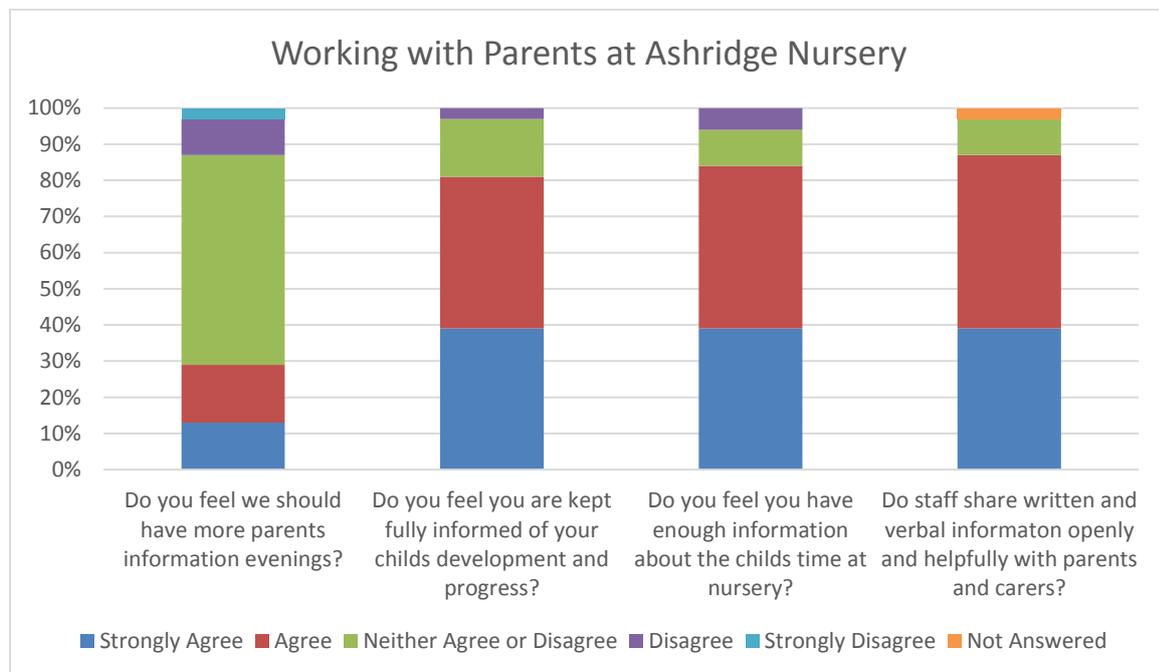
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More were 'agree' (52%) than 'agree strongly' (42%) on this measure, illustrating the overall positive response to the challenge of matching interests of many different children.

### Working with parents

The majority (84%) of parents who responded felt that they had enough information about their child's time at nursery, and this is higher than the proportion last year. The majority (81%) agreed that they felt fully informed of their child's development and progress, and that staff share written and verbal information openly and helpfully (87%). Both these figures are slightly less than last year, however both categories had higher proportions of parents that 'neither agree or disagree' or chose not to answer the question this year.



Those not agreeing with the statements discussed above were mostly neutral. Whilst the percentages of parents who are happy remain high, there are some suggestions for improvement in the comments:

***'Don't think I've been made aware of any information evenings other than AGM, Taskforce etc.'***

***'Would be helpful to have advisory talks on age appropriate issues e.g. how to develop confidence, introducing phonics etc.'***

***'Would be nice to have a written summary more often'***

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*'I don't think more parents meetings are required, but maybe a short report after each half term would be beneficial'*

*'Reliant on daughter telling us what she has done which is not usually very comprehensive'*

*'I know paperwork is a drag but I would love to know in detail what they do on a daily basis'*

*'Will be having my first key person meeting very soon'*

*'We have our first key person meeting due in the next few weeks'*

*'Have struggled to get an appointment to see keyworker on several occasions - infact only once so far'*

As in previous years, there was *limited* demand for additional parents' information evenings, this year we saw (29%) agreeing/strongly agreeing they would like to see greater provision in this area.

Over half (58%) do not agree or disagree, suggesting that there is a element of uncertainty, perhaps due to the subject matter or their ability to attend. Overall 13% disagreed with the need for more information evenings.

### Learning and skills

Almost all (94%) agreed that 'staff work closely with the children', which is same score as last year. Of these, 48% strongly agreed which is an improvement on last year where the total was 43%. As with last year, there were 2 neutral voices who 'neither agreed or disagreed'. One of these responses has been explained with a comment:

*'We are not entirely sure what involvement the staff have'*

More 'agree strongly' that the children are benefiting and learning from the play opportunities (58%), and almost all agree with that statement (97%). The one parent who selected to neither disagree or agree with this area left a comment which should be noted:

*'Strong Learning in first few terms, however now not so stretched'*

The picture is almost identical for personal hygiene, with the majority (84%) indicating they 'agree strongly' or 'agree' that children are encouraged to be independent. Four parents (12%) chose to 'neither agree or disagree' with the statement, and one (3%)

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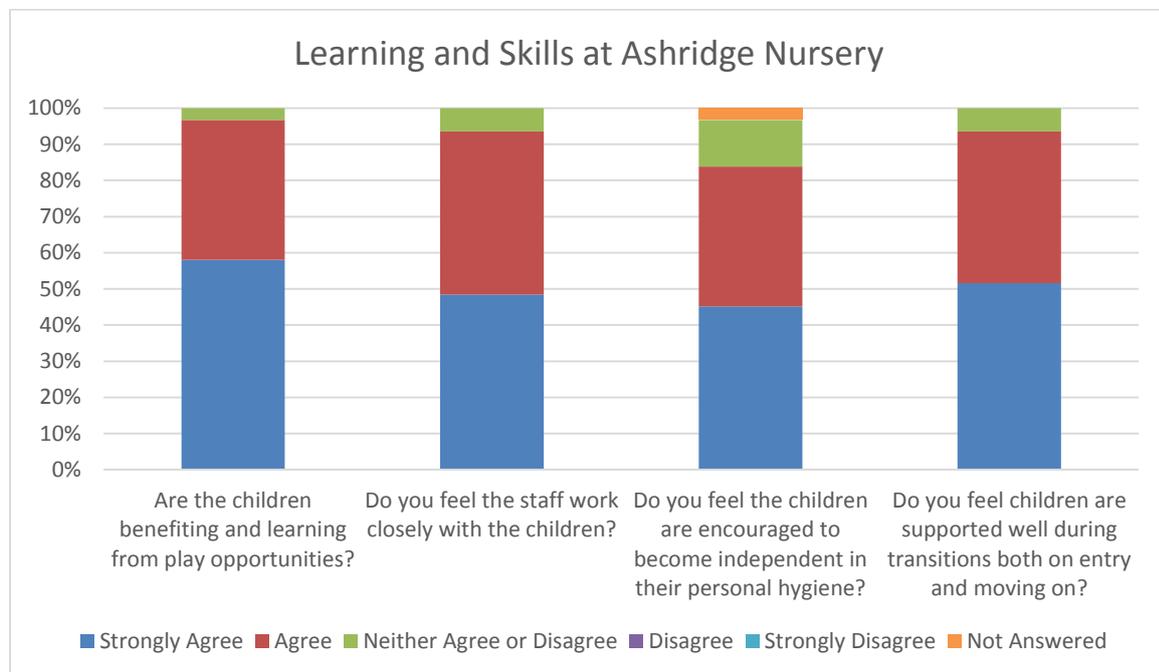
chose not to answer the question. Once again the neutral responses were explained in the comments:

***'At this stage (1<sup>st</sup> Term) we are unsure what happens at nursery'***

***'I've not really had any feedback therefore difficult to tell'***

***'Unsure what is being done'***

So whilst the majority of parents are happy in this area, perhaps more could be done to educate our newer parents about what the nursery does around personal hygiene.



On the subject of transitions both when starting and leaving the nursery the general feeling is that the children are supported well. Almost all parents who responded (94%) agreed or strongly agreed with the statement. The remaining 6% are once again neutral rather than negative towards the current levels of support, with these parents choosing to 'neither agree or disagree'. There was only one comment in this area:

***'Entry was well supported'***