

## Ashridge Nursery Parents Survey 2016



### 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 in June 2016 and the cut-off date for returning was 8<sup>th</sup> July 2016.

This year we received **41** completed surveys out of a possible 70, 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. It should be noted, 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. Each answer to a question equates to approx. 2% of the overall score.

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. This also allows parents to explain the reasons for a specific answer choice.

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



### Overall summary

Ashridge Nursery can once again be pleased with what it achieves. Emerging from the survey, some key strengths are the **enjoyment of children** and the **atmosphere** at nursery:

- Does your child enjoy coming to nursery? 95% agree including 59% agree strongly
- Do you feel the nursery has a happy atmosphere? 98% agree including 56% 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. As with last year this was most evident for 'Do you feel we should have parents information evenings' (70%) and 'do you think we should have more outings for the children' (59%). These scores have improved again this year, 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:

**'My son has really enjoyed Ashridge and developed really well in the areas we had concerns about... Thank you Ashridge'**

**'Really friendly and efficient nursery with well skilled adults. Fantastic nursery experience all round'**

**'My son has been very happy with his time at Ashridge and I feel that he has been well prepared for school'**

**'Excellent nursery, which I would highly recommend to other mums in the area. My daughter loves it at Ashridge. The teachers are fantastic'**

**'My daughter is so happy at Ashridge... It has been the perfect choice to get her ready for school - we will both miss coming!'**

**'Fantastic nursery environment, Brilliant staff'**

**'Very friendly nursery staff, always seem happy to help and always have a smile. A lovely warm environment for children to learn'**

**'The staff work very hard and we've noticed a big difference in our son's development. They always make him feel welcome and settled'**



**'Thank you for everything you do - we really appreciate you!'**

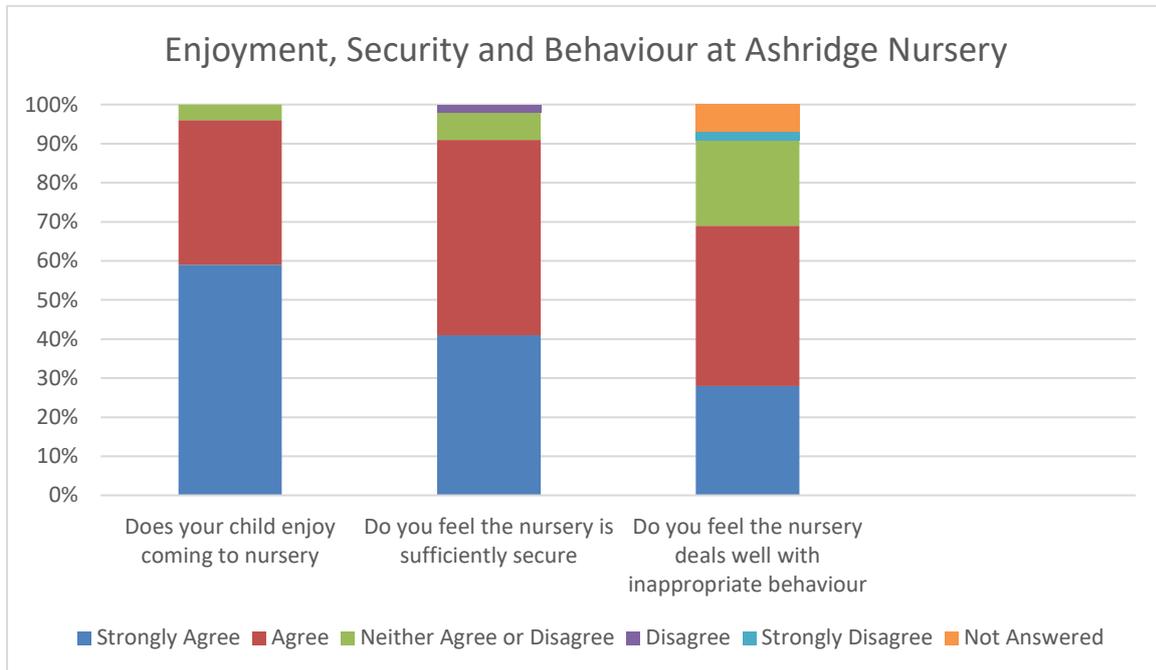
**'Very pleased with my son's progress at the nursery. His speech has vastly improved and I feel he gets on well with all his teachers'**

It should be noted that one parent was not so complimentary in their responses and comments about the nursery. They are in stark contrast to all other responses received, with comments about unfriendly staff and disappointment in their nursery experience. This is disappointing to the nursery as we strive to make all families feel welcome and part of our nursery community and is not something we have experienced in the past.

**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.



Comments:

**'Loves it'**

**'Rarely have issues at drop off'**

**'Could there be a gate latch so it does not get left open?'**



***'I like that the children can see out of the fences'***

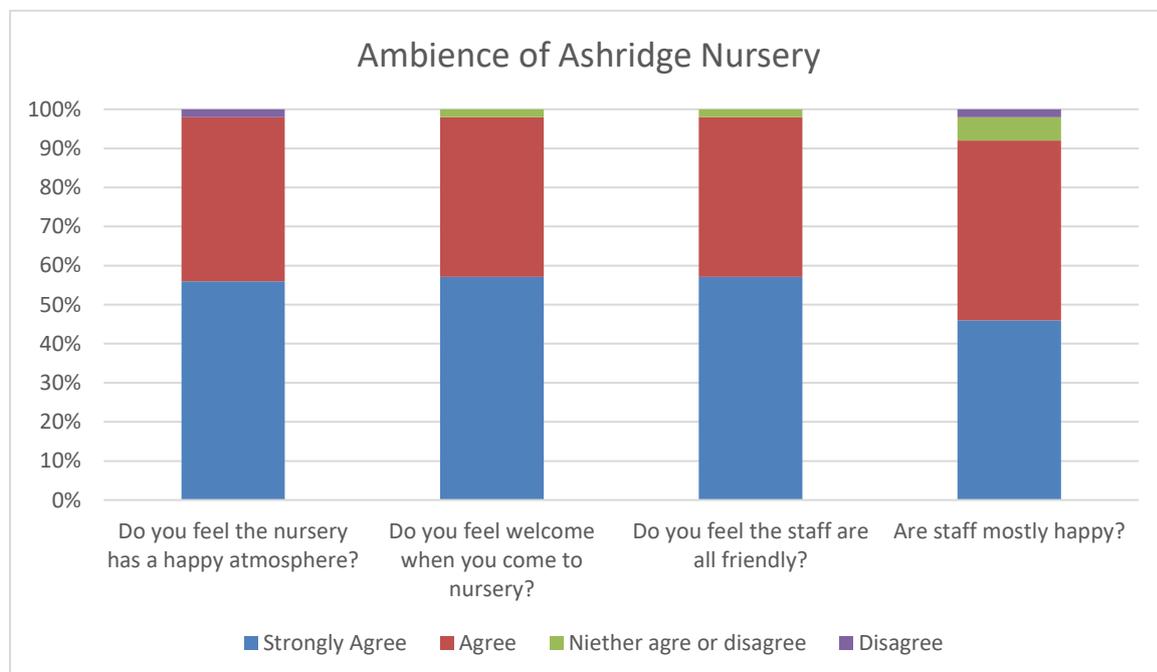
There was agreement that 'the nursery deals well with inappropriate behaviour' (69%), and this is an improvement on previous years. The further 22% of responses that were *not overly positive* on this measure place themselves as 'neither agree or disagree' or chose not to answer the question. From this and the comments a conclusion that can 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 in this area.

***'Not had to encounter this [inappropriate behaviour], so thanks for keeping her safe'***

***'Not had experience of this [inappropriate behaviour] so unable to answer'***

**Ambience**

As in previous years, the ambience of the nursery is praised by parents. Parents feel that the atmosphere is 'happy' (98%), that they feel 'welcome' (96%), and that staff are friendly (96%) and happy (92%). Scores in brackets are overall levels of agreement however in each case the proportion choosing the very top score 'agree strongly' are the majority.



There were comments made in relation to these questions, and it was once again we see a positive reaction:



*'I have no way of knowing but they [the staff] appear happy'*

*'[The staff] are very friendly to children which is most important'*

*'[The staff] seem happy and are always welcoming to the children'*

*'Always feel very welcomed'*

*'Always have a welcoming smile'*

*'Always approachable and have time'*

*'On the settle in session I did not feel welcomed, but since starting, no problems'*

### **Facilities and Activities**

As in previous years, there were very positive scores for outdoor play facilities (98%) and indoor play rooms lay outs (87%). Scores are similar to previous years. The inside area has been going through some transitional changes this year which has included replacing some of the furniture. There will be some more new furniture in the coming months.

There were a few comments regarding the inside and outside space which have been noted.

*'maybe a few cars - not a lot of space'*

*'Feels quite cramped'*

*'The setting seems quite cramped and tired'*

*'Very small area. But good facilities and use of space'*

Parents were asked if the nursery should provide more outings for the children. Just under half (41%) parents thought that this *should* be the case, with the bulk of the remainder neither agreeing nor disagreeing (39%) although 20% disagree or strongly disagree. This would suggest that there *could* be more demand for outings and that it 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 still enjoying these.

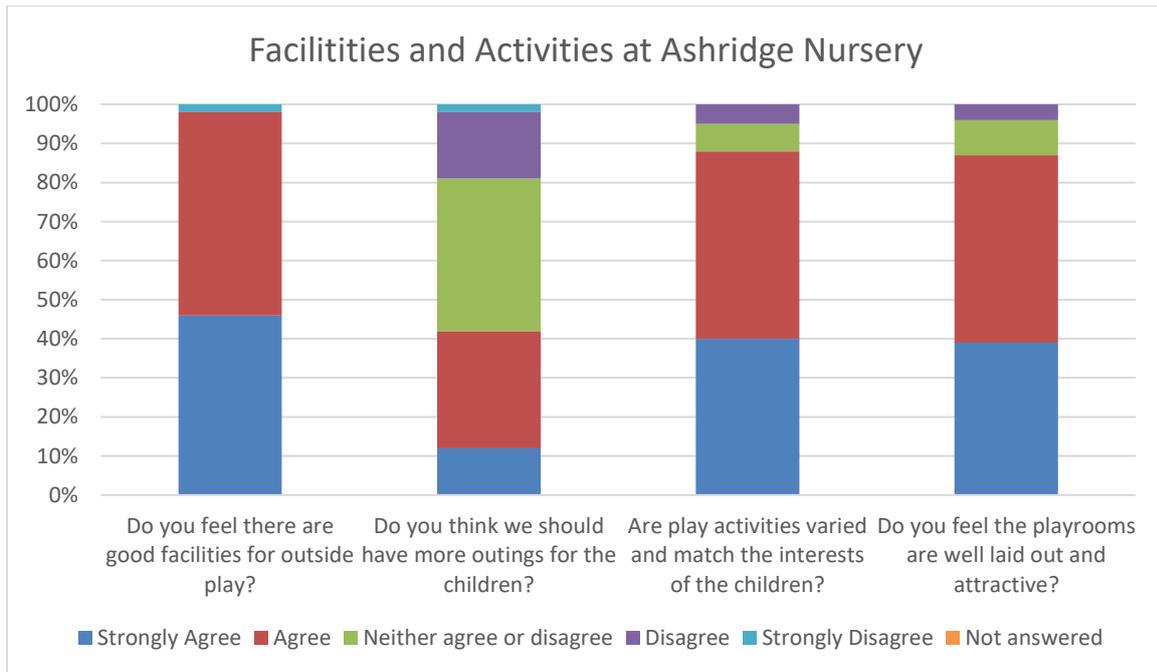
*'I would be happy to pay and assist with another outing from nursery'*



***'I am hardly aware of when outings take place'***

***'Not something I feel is necessary'***

***'I only know of outings to Sainsburys and the leavers trip'***



Almost all found that play activities were varied and matched the interests of children (88%). This was slightly less than last year (6%). This year 2 parents (5%) chose disagree and 3 parents (7%) chose neither agree or disagree and also added the following comment:

***'My child is keen to learn more things i.e. Phonics/reading books and it would be great if the nursery offered such learning opportunities'***

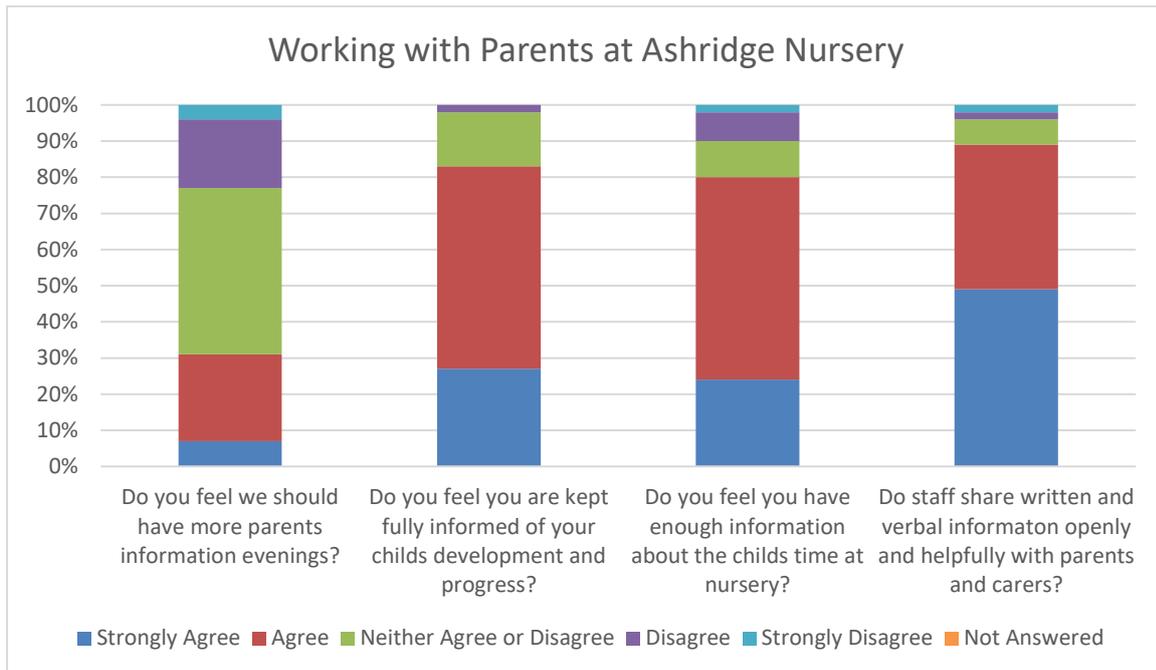
No other comments were made in relation to this question.

As more were 'agree' (49%) and 'agree strongly' (39%) on this measure, we can once again see the overall positive response to the challenge of matching interests of many different children.



**Working with parents**

The majority (80%) of parents who responded felt that they had enough information about their child's time at nursery. The majority (83%) agreed that they felt fully informed of their child's development and progress, and that staff share written and verbal information openly and helpfully (89%). Both these figures are slightly higher than last year.



Those not agreeing with the statements detailed above were mostly neutral. The percentages of parents who are happy remain high, and there are some comments that help to understand the views of the parent in this area.

*'Would like to know more'*

*'Lovely emails you send each week'*

*'Maybe look at online observations where parents can be emailed weekly'*

*'Happy with the current info'*

*'I love the weekly emails from Sam Gunter'*

*'You could involve parents more. Discuss what plans you have for the children etc.'*

*'TV screens and photo boards are not updated as much as they have in previous years'*



***'Emails are great'***

***'Not sure parents will attend'***

***'I know he has a folder and who to speak to if I have any questions. I would like to know a bit more about what he does as he doesn't tell me'***

***'no-one comments to me about how my child is during the day'***

***'The emails are very informative and a good means of keeping updated on nursery activities.'***

As in previous years, there was *limited* demand for additional parents' information evenings, this year we saw (31%) agreeing/strongly agreeing they would like to see more of them.

Nearly half (46%) do not agree or disagree, suggesting that parents are unsure if this is necessary, perhaps due to the subject matter or their ability to attend. Overall 23% disagreed with the need for more information evenings, which is an increase from last year.

### **Learning and skills**

Almost all (95%) agreed that 'staff work closely with the children', which is slightly higher than last year. Of these, 51% strongly agreed which is an improvement on last year where the total was 48%. There was 1 neutral response of 'neither agreed or disagreed'. This was explained with a comment:

***'Only at task time'***

One of the parents who agreed strongly commented:

***'Fantastic relationships'***

The majority of parents agreed or strongly agreed that the children are benefiting and learning from the play opportunities (92%). We received the following comments from parents agreed and also from those who selected to neither disagree or agree, or disagree:

***'More challenging interesting activities should be offered to more mature children'***

***'For older children I believe they would benefit from more preparation for school i.e. Phonics/reading for those able'***

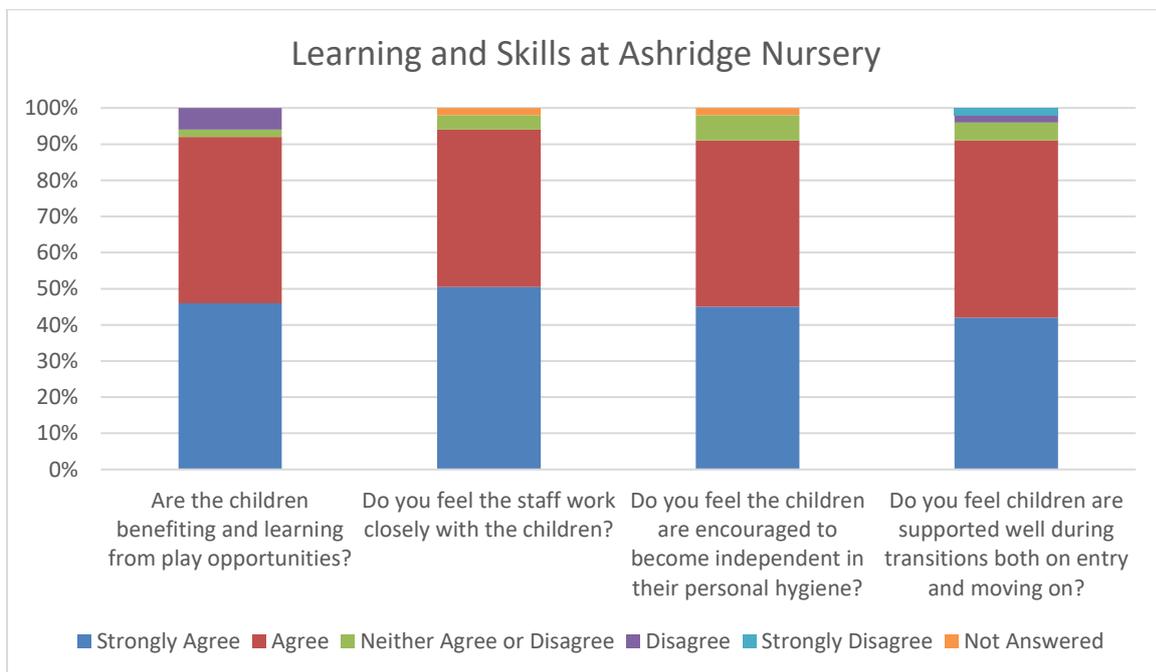


***'She has come on leaps and bounds - Thank you!'***

***'Imaginative play has really come on leaps and bounds since being at Ashridge'***

The picture is almost identical for personal hygiene, with the majority (91%) indicating they 'agree strongly' or 'agree' that children are encouraged to be independent. Four parents (9%) chose to 'neither agree or disagree' or disagree with the statement, however they did not comment to help us understand why they felt this. One parent who agreed with the statement commented that we:

***'Really helped and supported'***



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 (91%) agreed or strongly agreed with the statement. Of the remaining 9%, 5% 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 2 comments in this area:

***'Haven't experienced both yet'***

***'Children are supported when joining the nursery but more active learning in small group time would be useful to help the transition to school'***