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| **The Rocking Horse Nursery**  Parent/ Carer  Survey Evaluation  June 2015 |

1. The Rocking Horse Nursery creates a warm welcoming atmosphere for you and your child.

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| Strongly agree  7 | Agree  2 | Neither agree or disagree | Disagree | Strongly disagree |

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| Comment   * We are always impressed by the staff and how they interact with our child and us. Audrey and Laura we would like particularly like to mention as always making time to talk to us and inform us of our child’s antics and progress. * The staff have always been friendly and welcoming and are always lovely to X when he gets there despite him usually crying or clinging to me * Although a busy time on arrival we are usually given the attention we need. * It has a lovely homely atmosphere |

1. My child is happy and settled at The Rocking Horse Nursery.

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| Strongly agree  **7** | Agree  **1** | Neither agree or disagree  1 | Disagree | Strongly disagree |

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| Comment   * He is definitely happy there and finally seems much more settled * X loves nursery and has made lots of friends and never fails to tell us about his day’s adventures in a positive and happy way. * Has previously been very happy in Kingfishers and Quetzals but has taken her a long time to settle in Toucans. Today, for the first time in 6 months, she asked me to take her to nursery. * X loves going to nursery! At home he talks lots about the friends he has there and the activities they get up to. * She loves it and never wants to leave at the end of the day. |

1. The education that my child receives at The Rocking Horse Nursery covers his/her needs interests and development.

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| Strongly agree  **9** | Agree | Neither agree or disagree | Disagree | Strongly disagree |

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| Comment   * X has access to such a range of activities (including the computer lessons he does on a Wednesday), we have seen X grow and develop significantly and use a lot of the things X learns at nursery which is a delight. The online Tapestry tool is also very useful to see his progress. * Very pleased with attention given to early literacy. * At the moment X is challenged in his learning and is really enjoying learning new facts and skills. However, as a September child I am very keen that this continues in his second year of Toucans. I hope it will as he is one of several September children, but I am keen he does not spend the second year repeating what he has been learning this year, but is able to continue to take his learning forwards. * The creative activities developed by key workers at the Rocking Horse makes learning much more stimulating and fun for the children. |

1. The care that my child receives at The Rocking Horse Nursery covers his/her needs interests and development.

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| Strongly agree  **6** | Agree  **3** | Neither agree or disagree | Disagree | Strongly disagree |

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| Comment   * X is well-cared for by loving staff – especially Carmen who is a very caring and generous person. * All staff in Quetzals are show their interest in X and his needs and it is obvious from the happy kids we see when we pick up X every day this extends throughout the nursery. * You have tried so hard to accommodate him and have amazing |

1. Your child’s online journal, Tapestry, supports partnership and allows us the opportunity to share learning from home and support development and learning from nursery.

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| Strongly agree  **6** | Agree  **3** | Neither agree or disagree | Disagree | Strongly disagree |

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| Comment   * The technology is great but the logistical process surrounding it is a bit tricky and the frequency of entries could be better and what is expected from us as parents could be clearer. A great start though * I love tapestry, although would love more frequent updates , having said that the feedback I get every day is brilliant and I love seeing photos on facebook * Love it * It’s great * The online journey Tapestry is a wonderful resource. It would be wonderful if both parents can view the developments. Currently it appears that only my email address is used. I had tried to forward the link to my husband but it didn’t work. * I love Tapestry! I think it’s a great way of finding out what my child has been learning and so much better than trying to speed through a large number of observations at Parents Evening. |

1. The weekly news and newsletters are beneficial and helps to support my child’s learning at The Rocking Horse Nursery and at home.

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| Strongly agree  **7** | Agree  **2** | Neither agree or disagree | Disagree | Strongly disagree |

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| Comment   * I particularly like the comments section! But it is also very useful to see what X gets up to so we can share with X knowledge of the songs and rhymes X has done and talk to X about his activities each week. * I love to tell X what you will be doing in Toucans that week * We look forward to it each week * We always read these and try to follow at home the letter of the week or other focus areas mentioned – it is helpful he has an older brother doing homework so he has some too ☺ * Weekly newsletter helps parents keep up to date with what is covered on weekly basis. This allows parents to support the child’s learning at home if they choose to. |

1. Our practitioners, key persons support you and your child at the setting and you are involved in your child’s learning.

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| Strongly agree  **5** | Agree  **4** | Neither agree or disagree | Disagree | Strongly disagree |

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| Comment   * We get very useful information on X development from his key worker on adhoc basis and at parents evening. This helps us understand how we can support X in developing confidence in areas where X has difficulties (e.g. stepping up and down off blocks, dealing with his stubbornness, etc…) * Valuable feedback from different teachers presumably based on their experience and involvement * We have been very lucky with all the staff who have cared for the boys – they are all wonderful * Luz is very active on Tapestry and also gives good feedback at the end of each day. * Luz is very good at providing objective feedback with suggestions on how we can support the child’s development at home. |

1. The communication and feedback you receive from the staff team is beneficial and represents your child’s daily achievements, development and wellbeing.

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| Strongly agree  **6** | Agree  **3** | Neither agree or disagree | Disagree | Strongly disagree |

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| Comment   * Staff and key workers are always informative at the end of the day and provided comprehensive feedback on X. * Could be more detailed , sometimes feels a tad generic * Sometimes a long list of activities is read out but I much prefer to hear a couple of highlights of her day and one interesting activity so it feels like a chat to teacher rather than being read a long list. * Having recently had X at two different nurseries, I realised that the feedback from Rocking Horse is much more detailed and that we really appreciate that, from what he ate to the activities he’s been engaged in. This too is so useful in talking to X about his day, especially when he was a little younger. * The constructive feedback from key workers is one of the key things we value as parents. |

1. Our staff team are happy, supported and encouraged to progress in their development and further training.

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| --- | --- | --- | --- | --- |
| Strongly agree  **6** | Agree  **3** | Neither agree or disagree | Disagree | Strongly disagree |

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| Comment   * Everyone certainly seems happy in their jobs * From what we can see – yes! |

1. Concerns, queries or complaints are dealt with efficiently and effectively.

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| Strongly agree  **7** | Agree  **2** | Neither agree or disagree | Disagree | Strongly disagree |

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| Comment   * For example, we had a recurring incident a few months back where X was being a little suborn and refusing to share and were able to talk to staff and discuss and agree tactics to deal with this both at nursery and at home and this seems to be paying dividends. * Very pleased that recent issue was flagged and dealt with very quickly and effectively by everyone. Perhaps no coincidence that X seems a lot more settled now. * I’ve not had any complaints, but queries are always dealt with quickly and efficiently * Our concerns are always dealt with sensitively and quickly by Audrey and her team. * This doesn’t arise very often! But it would be great if access to the bike racks could   be kept clear all the time. |

1. The management team are knowledgeable and approachable.

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| Strongly agree  **9** | Agree | Neither agree or disagree | Disagree | Strongly disagree |

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| Comment   * Thumbs up * Audrey is always approachable. * Audrey is fantastic - we are so lucky that she has been responsible for our boys early years education and care. * We couldn’t be happier with the team. Thank you! * Audrey leads a strong team and is very well-respected by us – and other parents we talk to too. |

1. Our indoor learning facilities and equipment support your child’s learning and development.

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| Strongly agree  **6** | Agree  **3** | Neither agree or disagree | Disagree | Strongly disagree |

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| Comment   * X never ceases to tell us about the things he has been doing with the facilities and equipment available and loves the garden and the activities available there. * Sometimes I am late for work because I want to stay and play! |

1. Our outdoor learning facilities and environment and equipment support your child’s learning and development.

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| --- | --- | --- | --- | --- |
| Strongly agree  **7** | Agree  **2** | Neither agree or disagree | Disagree | Strongly disagree |

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| Comment   * The garden is a great resource * I love all the extra stuff that keeps appearing in the garden , like the fish pond * You had a truly lovely garden – I only hope X doesn’t grow out of it ☹ |

1. I am aware of the Early Years Foundation Stage (EYFS) and how I can support my child’s development within the setting.

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| Strongly agree  **4** | Agree  **4** | Neither agree or disagree | Disagree  1 | Strongly disagree |

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| Comment   * I would like some more suggestions as to how to support X in his reading at home   And would like to attend another information evening about it   * We’ have heard of it but couldn’t actually tell you what it is or how we should support X development within its remit. We do encourage her to learn at home, regardless. |

1. The webcam service is a useful tool that enables you to observe your child at play.

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| Strongly agree  **3** | Agree  3 | Neither agree or disagree  **3** | Disagree | Strongly disagree |

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| Comment   * It was originally however as X has been a regular now for long time we do not feel the need to use it. * I don’t really look at it any anymore but it was comforting to look at it when X was younger * I never use it * Even though it’s very slow on my phone /computer I still love the facility. * It’s very reassuring in unsettled times. * I love the webcam, it puts my mind at ease and I love seeing what X is getting up to. Only issue is it is a bit slow. |

1. Facebook and Twitter enables you to keep updated with news from our nursery.

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| Strongly agree  **4** | Agree  **4** | Neither agree or disagree  **1** | Disagree | Strongly disagree |

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| Comment   * More please * I like seeing the photos on FB * Facebook is useful, I don’t look at Twitter. * I never use it |

1. The menu and food choices are healthy and varied

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| Strongly agree  **2** | Agree  **4** | Neither agree or disagree  **3** | Disagree | Strongly disagree |

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| Comment   * Doesn’t bother me greatly but X does seem to have cheese wraps quite a lot! Not crazy about her having pudding or cake as we try to avoid giving her sugar. Really not keen on the biscuits/ cakes she takes home at the end of the day and it affects her behaviour before bedtime. * Generally they seem good, but from feedback it sounded as though there is a lot of side salad on the winter menu which is a waste with X. Maybe more alternatives could be found? |

**Additional activities Graded 1-5 (1 the lowest score - 5 the highest)**

Spanish Lessons 21/2-5 year olds Quetzals and Toucans with Carmen and Laura

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| 1 | 2 | **3x1** | **4 x4** | **5x1** |

Don’t know

Stretch and Grow 21/2 -5 year olds Quetzals and Toucans

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| 1 | 2 | 3 | 4 | 5 x5 |

Brazilian Soccer 3-5 year olds Toucans

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| 1` | 2x1 | 3 | 4x3 | 5x1 |

Jabberjacks 3months to 2 ½ years Hummingbirds and Kingfishers

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| --- | --- | --- | --- | --- |
| 1 | 2 | **3 x1** | **4** | **5x2** |

Click it 2-5 year olds Quetzals and Toucans

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| **1** | 2 | **3** | **4** | **5 x4** |

**X absolutely loves click-it**

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| **Comments and Suggestions**  I know that you work hard on ensuring communicating with parents to not let others in or leave the gate open however I have still noticed parents doing this. I have pointed this out to them too but I guess you need to continue reiterating this as much as possible.  On a separate note it might be useful to remind parents not to park buggies right outside the gate as this is a pain when you need access to and from the side with a buggy. Also you might not think this is something you can influence but a reminder to parents when parking in some of the parking areas outside the nursery on the road that they can hold two cars if only they would park towards the end of them (a lot of parents seem to arrive and park right in the middle of the space meaning only one car can fit). A personal frustration of mine!  We think that Rocking Horse is wonderful and are so grateful for all the support and care.  We are extremely happy with Rocking Horse and both of our children are happy and look forward to coming each day  X only benefits from Spanish – which I would give 4 – but I think it’s a great opportunity to bring language learning in at a young age as it stimulates that part of the brain for later learning too. I wonder if the sessions could be longer/more songs or?? As I think X got more out of the sessions than X– though of course they aren’t the same personality.  X is very happy here, and we are very happy with how she is getting on and her development. Rocking Horse is a fantastic nursery and I would highly recommend it to anyone. Keep up the good work; I have no suggestions for improvement!  **Actions**  **Tapestry:**  We will give parents more information at the forthcoming parents evening on Wednesday 8th July. If anyone is having difficulty accessing tapestry please contact Audrey. We would love more parents to upload their own pictures and videos so we can share each child’s development at home and at nursery.  We currently add one main observation a month for each child. All teachers have their focus children each week so they ensure every child is observed and their interests and development needs are met in line with The Early Years Foundation Stage ( EYFS), these areas are also noted and highlighted when you read your child’s observations. Your comments and input is very important to help us further assist the needs of your child. This online tool gives you the opportunity to share this with us.  **Feedback:**    We will discuss your comments in the forthcoming staff meeting on Wednesday 14th June and I will give the team examples or effective and less effective feedback. Please advise if this improves in the future.  **Reading and Letters and Sounds:**  We are all individuals and we all learn at different stages. We did touch on this topic briefly in our recent parents evening when we looked at school readiness. I would be happy to discuss this further at our parents evening and we can also recommend you visit  [https://www.gov.uk/.../**Letters\_and\_Sounds**\_-\_DFES-00281-2007.pdf](https://www.gov.uk/.../Letters_and_Sounds_-_DFES-00281-2007.pdf)  for more ideas and information  **The Early Years Foundation Stage (EYFS)**  Please visit the link below to learn about the EYFS and how you can support your child. The link is also on our website on our homepage and under learning through play.  [**http://www.foundationyears.org.uk/files/2014/08/EYFS\_Parents\_Guide-amended.pdf**](http://www.foundationyears.org.uk/files/2014/08/EYFS_Parents_Guide-amended.pdf)  **Menus:**  We have looked further into improving our menu choice and ensuring that children who only attend certain days are not having sandwiches and wraps at every session. We will be asking you to support our next survey which will concentrate on healthy food and menu choices. We have introduced four weekly Summer, Autumn, Spring, and Summer menus. We use very little sugar in our cakes and biscuits. We follow ‘Caroline Walker Trust Eating Well for under 5’s in childcare’ guidelines and we will be undertaking the children’s food trust award in 2016. Our chef will also be undertaking further training on healthy food. We do bake with the children and they have the opportunity to take these foods home, this gives the children the opportunity to learn about ingredients, measurement, develop their fine and gross motor skills as well as develop their personal and social skills.  **Spanish:**  We will continue to teach Spanish to our children but we will do this on our scheduled days and often at meal times and in circle times when children may action this learning. We also need to ensure that our children are communicating and speaking English fluently so they are prepared and ready for school.  **Parking:**  We will constantly try to reinforce safe and considerate parking with our parents and your support would also be most appreciated.  **Security:**  We have recently added another security measure to our front door to ensure it closes. Please reinforce security with your peers. Do not allow anyone else into the building. Passwords or fingerprint access must be used at all times. Be patient when ringing the bell. We are engaged with your children and cannot run immediately to answer it. |