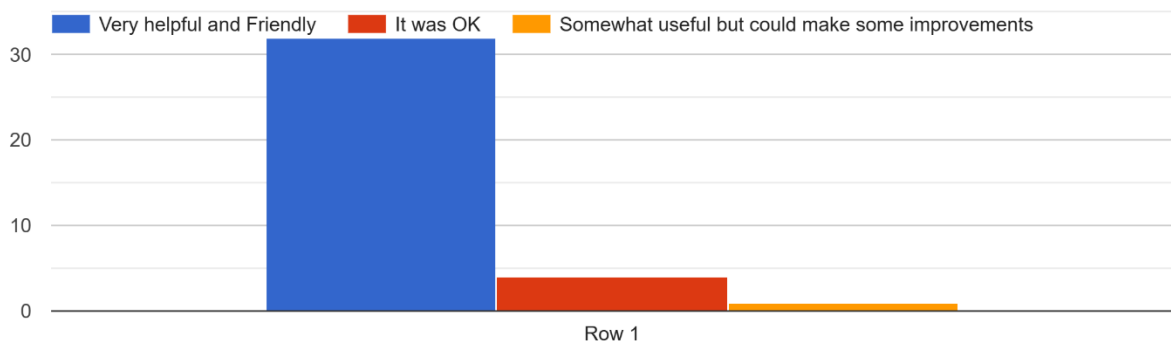


Children's Corner Day Nursery



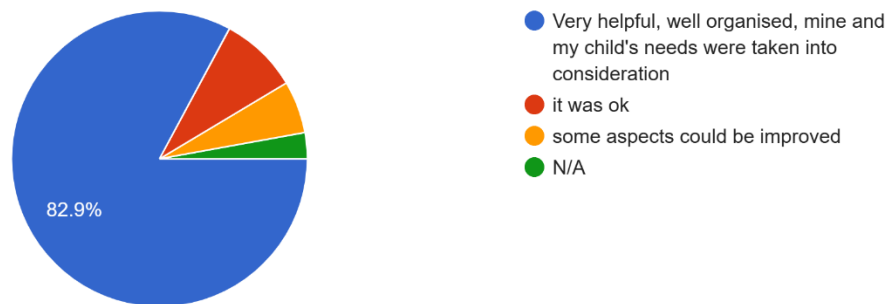
Parent's Survey 2024

Q1. How did you find the enquiry process, viewing and enrolling your child?



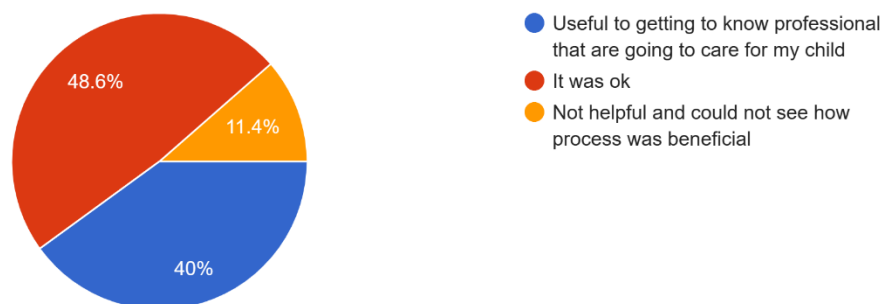
Q2. How did you find the settling in process?

35 responses



Q3. How did you find the Homevist?

35 responses

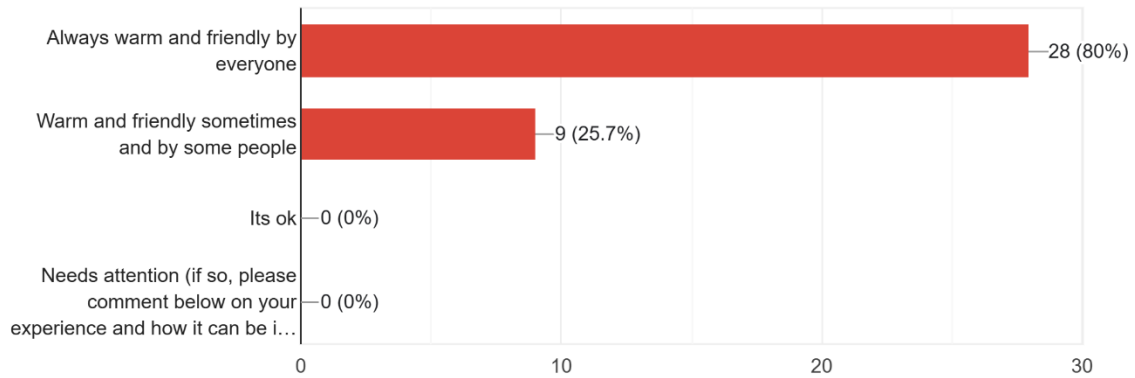


Home visits are to support child's transition into new arrangements. Visiting a child in their home environment, their secure place, enables the child feel in control, which in turn support them transitioning to nursery more comfortable. We aim to carry out home visits for all children but there are time due to unforeseen circumstances this does not take place. The impact of home

visits have been huge for children and teachers, where children and teachers have established stronger bonds and can incorporate more of the child's culture capital.

Q4. How do you find the atmosphere of the nursery, its welcoming and meets my needs of when I started the nursery and ongoing

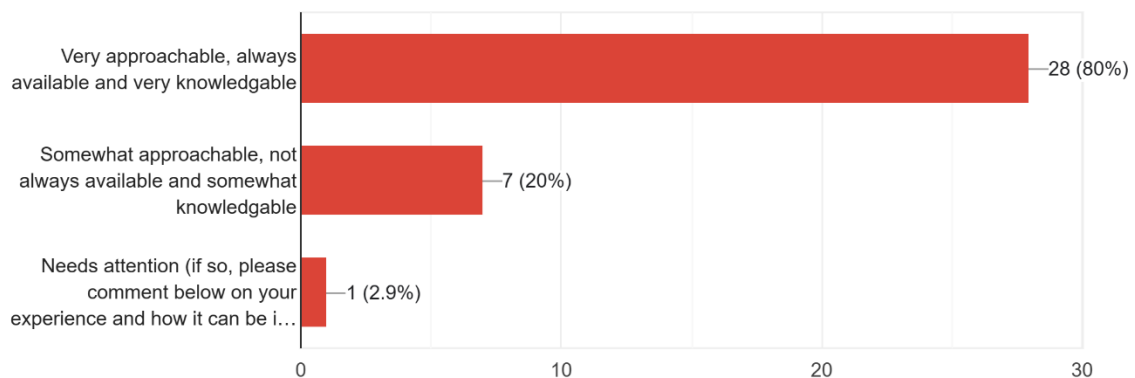
35 responses



ACTION: need to improve on the 9 parents whom feel it is sometimes and by some people. This was an area of development which was explored in our 12th April Inset Day and majority of the time it comes down to individual staff confidence, rather than anything else.

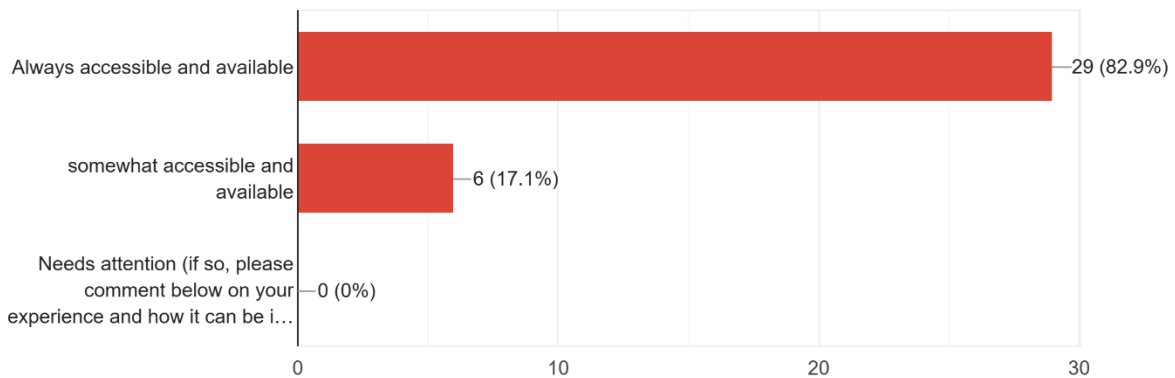
Q5. How approachable, available, and knowledgeable is your child's key person

35 responses



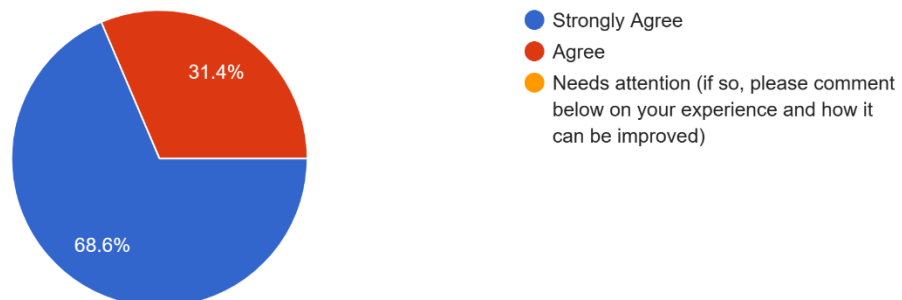
ACTION: 7 parents that stated staff are somewhat approachable, not always available and somewhat knowledgeable. Please be assured that this is ongoing area that is being supported by the Senior team to develop consistency throughout the staff team. Supporting our team is our main priority, increasing their knowledge, confidence and being available is tricky to achieve due to shift and working patterns of team.

Q6. How accessible, available and open are the Senior team either face to face, via email, telephone
35 responses

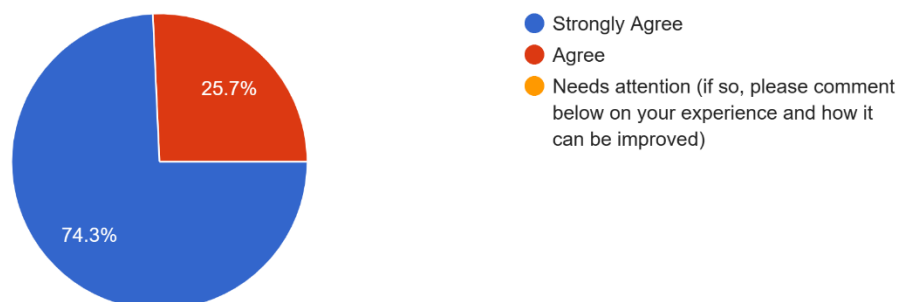


ACTION: 6 parents have commented the Senior team are somewhat accessible and available. If at any point you feel you have not been able to access the Senior team by conventional modes of communication, please do ensure you make contact with the proprietors.

Q7. The nursery is meeting my child's individual care and learning needs
35 responses

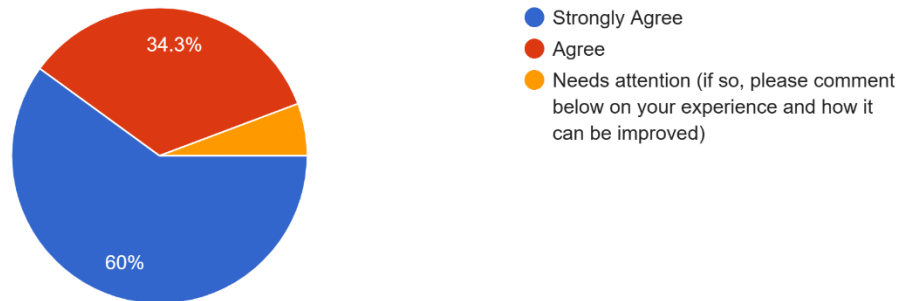


Q8. My child is making age appropriate development, I am kept informed about their progress frequently and my child's the key worker asks about my child's outside nursery interests
35 responses



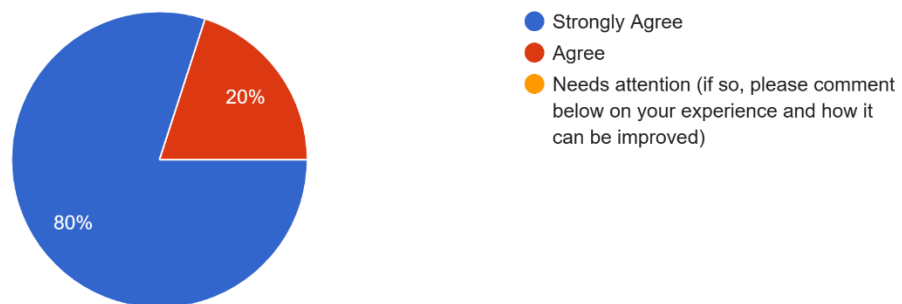
Q9. EyLog app for parents is a useful tool to access my child's daily diary, progress reports and general communication by keyworker to myself and me to them

35 responses



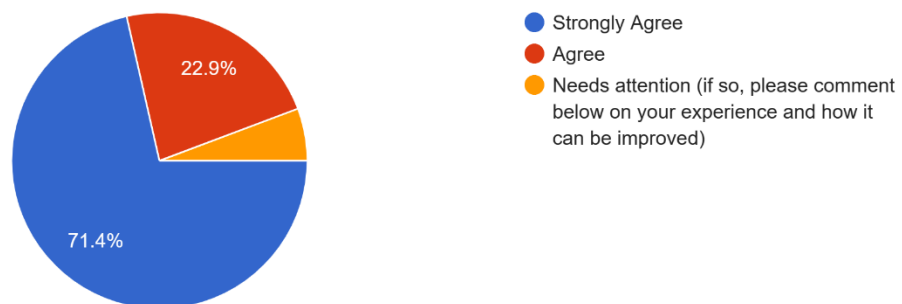
Q10. The nursery provides my child with inspiring, curiosity based activities, open ended resources and child-led learning activities that are age appropriate

35 responses



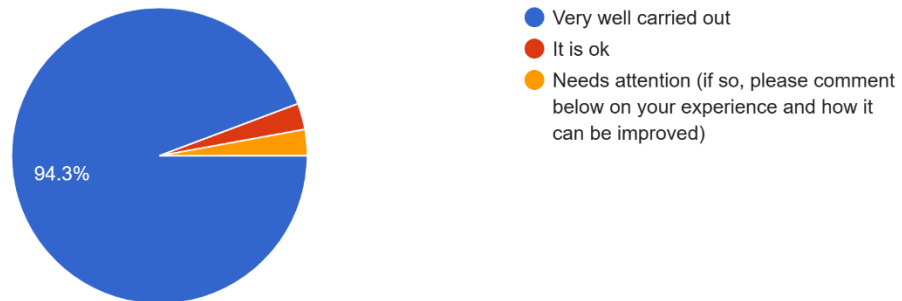
Q11. The keyworker often asks me about my child's external activities, events and occasion and Signiant people in my child's life and I can see how this is being integrated into planning

35 responses



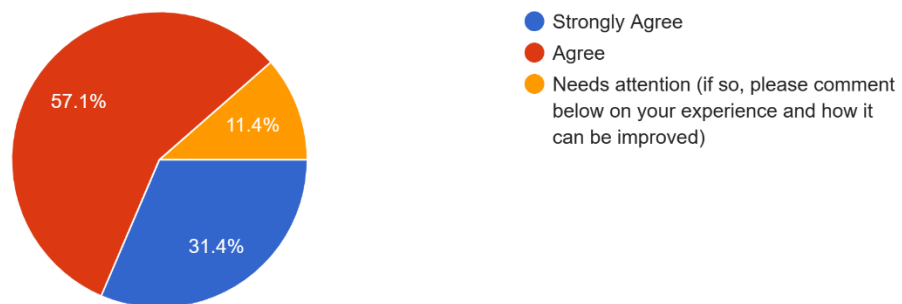
Q12. The setting ensures events, festivals, outings, occasions are wholly embedded into their practice (culture capital) and they make a embracing effort to acknowledge them

35 responses



Q13. I have been informed how Curiosity Approach has been integrated into child's day and learning

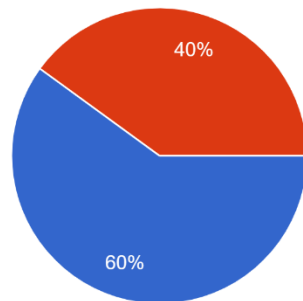
35 responses



ACTION: as a provider, we have recognised that ensuring that all parents and staff understand our approach of Awe and Wonder, Curiosity approach accreditation, loose parts need strong drive. Ms Ailish has sent out an email recently about curiosity approach but we acknowledge, there needs to be more.

Q14. The nursery provides safe, clean, organised and well presented environment for my child and ourselves

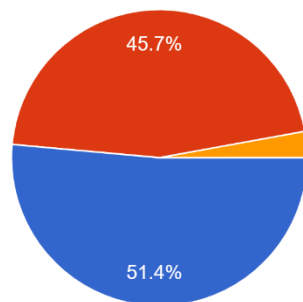
35 responses



- Strongly Agree
- Agree
- Needs attention (if so, please comment below on your experience and how it can be improved)

Q15. My child's key worker supports me by providing professional advice, information and support on areas of development and learning

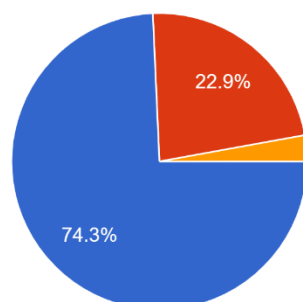
35 responses



- Strongly Agree
- Agree
- Needs attention (if so, please comment below on your experience and how it can be improved)

Q16. The nursery provides healthy, varied snacks and meals

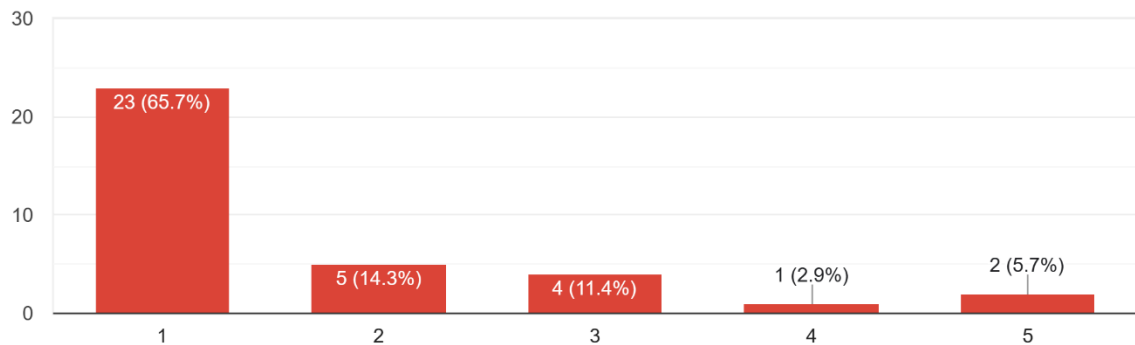
35 responses



- Strongly Agree
- Agree
- Needs attention (if so, please comment below on your experience and how it can be improved)

Q17. I find weekly memo's, closed Facebook page, EyLog a great way of being informed

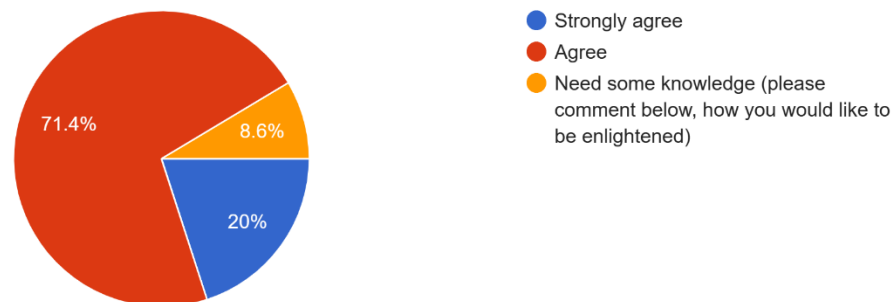
35 responses



Key: 1 very helpful to 5 needs improvement

Q18. I have a good understanding of Early Years Foundation Stage (EYFS) and Birth to 5 Matters (guidance)

35 responses



ACTION: ¾ of the parents is high that does not have awareness of Statutory EYFS and Birth to 5 Matters (guidance). We will be actioning something very soon.

COMMENTS FOR PARENTS:

- ✓ I haven't had a home visit yet so I just hit helpful to complete the survey x We couldn't be happier with our swap to your nursery. The staff are amazing and always ask about the kids life outside of school. Love how much focus is put in family life with photos of the family and house. The kids and myself think you are all amazing!
- ✓ Thank you for everything you do
- ✓ I love that the nursery embraces other cultures but when my daughter started nursery it was black history month and I did not see any aspect of black history month being celebrated in the nursery. We never received no comms about black history but we

have received comms for every other celebration and my daughter has participated in all the other celebrations e.g. Halloween, Chinese New year , St Patricks day

Comment: thank you for feedback, in regards to not celebrating Black History month. It was in October, timing was that Ms Ailish had just stepped into her role as a manager and was getting still inducted and also as a company we had made the decision that Black History is NOT just in October, but what we can do in the coming BHM is do an event.

- ✓ Very happy with Children's Corner, my daughter loves going and I am confident she is being well cared for in a supportive learning environment.
- ✓ My daughter only attends 2 sessions, so I understand it is difficult to link with her key worker on these sessions due to her work schedule.
- ✓ In terms of menu, I would prefer less sandwiches/wraps. ACTION: this will be passed onto the cook, Mr Baz.
- ✓ I didnt have a homevisit but I think that was a covid thing! And child T had a quite unfriendly key worker when in baby room (cannot remember her name) but once he moved to Miss Sarah and Miss Japnit we have had top notch care. I honestly hear such horror stories from friends on their nursery experiences and we feel so lucky that child T sees Children's corner as a second home. Almost all staff will greet you, know your name and remember something personal re: Child T's weekend/holiday etc and all children are treated as individuals. Also the massive uplift in events throughout the year are fantastic and I don't know how you guys find the time.
- ✓ Key worker to work more with children activities from home and supporting at home Learning Comment: agreed that key worker to take on more of child's home activities and ensure this is being integrated into child's world at the nursery. Supporting home learning, we do not send worksheets or other teaching materials home, if this is what is meant by 'home learning', area that we will support on i.e. routines, potty training, behaviour strategies.
- ✓ We are very happy with Children's Corner!! Keep up the good work!
- ✓ When there are lots of winter bugs go around, we think children could play less with water outside. We understand the benefits of water play but it must be hard to see wet clothes and children could stay wet for a while, which wouldn't help with endless colds. Comment: thanks you for your feedback on water play in the winter, actually its more ensuring when children are wet they should be changed. This is something we do, do but ensuring it is consistently being done by all staff.

- ✓ Eylog isn't a user friendly app. Hard to navigate. Slow. Poor quality. Key worker is part time so don't see her often. **Comment: sorry your feeling EyLog parents app is not user friendly. In regards to key worker, please ensure you use emails access to key worker on Eylog, send messages or if you wish to have face to face, email into the nursery and we will make this happen, so that you can have regular interaction.**

- ✓ At the end of the day, we are not always met and informed of how the day went, and the key person is not always there to give feedback. But the staff are friendly and we enjoy the family run element! I do love the socials, but perhaps not as often would better suit our work demands. Overall, we love the nursery and are happy. Also note that I did not have a home visit, so I just selected one answer 'it was ok'. Question was not applicable in our case. **Comment: as per above, use your eyLog email to send message to your child's key worker or if you email into the nursery, we can arrange time that is convenient for you both to have face to face engagement.**

- ✓ We are happy with the overall care provided by the nursery but we would like to have more regular and consistent picture updates throughout the day. It seems like the pictures are taken but sometimes they get published days after they were taken. Some days we get 3/4 pictures and then others can be none at all or they come in the days that follow. **Comment: yes your right...unfortunately, the nature of our service, there is not someone sitting at the computer publishing picture observations. This task is completed when there is some free time for a Senior, which is limited. We priorities hands on care firstly and everything else comes thereafter.**

- ✓ We haven't had a home visit and no option in the answer are suitable (I put ok). We are very happy with the nursery and child E loves it too :-)

- ✓ Child L is coming on great at nursery. The staff make sure to build great relationships with both the child and the parents. Lots of good messy fun. The events for families recently have been great

- ✓ Thanks for everyone's help, time and efforts.

- ✓ I never really know who the girls key worker is as it always changes I also had no idea what curiosity was. **Comment: please could you speak to one of the Deputies to ascertain your children's key worker immediately please! In regards to Curiosity, I have commented above.**

- ✓ Home visit not applicable, don't think it was implemented when child S joined. EY app works well, but – and I know it's hard and probably not a high priority – having more regular photos would be great. Sometimes there's none for over a month. Regarding "curiosity approach" I've no doubt this is implemented but I've not heard it talked about in those terms I don't think (might be missing it myself). EYFS we've mentioned it during parent evenings but I'm not super clear on exactly what the metrics are. I'm not sure

though how important that is considering we have high confidence in the teaching. Overall we are really happy with everything, you guys are fantastic. **Comment: you have addressed issues that I have commented on above.**

- ✓ Q3 doesn't apply as we did not have the home visit Q7 During this winter, my child at times was coming back home wearing either wet clothes (usually the sleeves were wet and hands/forearms felt very cold), or wearing only a thin t-shirt under the coat that was partially wet. This did not happen frequently, but I think more attention should be given to changing children's clothes when they do water play outside in low temperatures. **Comment: am so sorry that your child was coming home with wet clothing, please ensure you highlight it immediately to one of the staff and if you are not satisfied then one of the Senior team member.**
- ✓ Would be great to have more regular photo updates on eylog as it will help us understand what the child experiences / is taught at nursery - can you please share info about the Curiosity Approach - we have been mentioned the EYFS but not explained exactly what they are - can you please share info on the Birth to 5 Matters - Thank you team for all you do! **Comment: I have answered these issues above.**
- ✓ Thank you always for caring about my child I am glad that the child has a good attachment to the staffs
- ✓ N/A to settling in as we did not receive a home visit. Eylog is great but sometimes not much detail.
- ✓ Child T is overall happy at nursery and this is the main thing for us! If Child T is happy, we are happy :) you know our opinion on the constant water play :p but I understand that this also develops skills. We just want to ask if possible a bit more work on his vocabulary as being bilingual, he is finding his way. We also struggle a bit at Home as we can't allow them the same free style activities such as water play all the time,. Colouring everywhere as we are renting. So he is not happy at all we are the No guys :D

Probably the main issue with child T as you know is his sleep, one hour is simply not enough for him, he still tends to sleep for 2.5-3 h at home if uninterrupted and we are concerned he is struggling. We try to put him down earlier etc, but still he is in his best shape when he has slept. Just a note on the onboarding that maybe I wish we have done differently that I realised later - I still struggle with the memory how I left child T on the first day and wish we have left together rather than leaving him, he was really struggling back then and wish it was a bit more staggered with my participation as we discussed, rather than dropping him after 5 mins. I know he is ok now, but I feel it wasn't right for me.

Comment: thank you for your wonderful feedback, your child is developing age appropriately, he is taking in rich spoken words around him and when it is time, he will explore into talk. These are stages of communication. Continue using your mother tongue as much as possible. He is just storing all the exposure and that file will open

soon. In regards to settling, it is always a hard balance to achieve, need of the child, the parent and us. Please be assured we do not use one size fits all and use a bespoke approach to settling. We do this day in day out and for many years and have become skilled at what is going to help the child and often what seems harsh to the parent it actually benefits the child and nursery.

- ✓ Thank you for everything you do!
- ✓ Improvement in food choices in the year is much appreciated. Also the number of external outings is great too. I find that staff is generally very supportive and loving of children, and give parents a lot of tips and guidance on following through at home. However, there are times I am a little bit more concerned about potential safety issues regarding minor injuries for babies. For example, sometimes some injuries and noticeable bruises are not documented in the form and when asked some staff would say they didn't notice that before being pointed out on the following day and explanation about how that had happened was not clear enough. Sometimes older siblings would tell me of some older kids hurting the younger brother and teachers were not prompt enough to stop these acts as well. **Comment: am sadden to hear that injuries cannot be explained, there are times, when we are unaware of how the injury may have occurred and we will say so honestly. Also explorative babies are going to have accidents and we do everything to limit the accidents as much as possible. But taking risks and exploring their environment builds resilience and confidence in using their bodies.**
- ✓ He is able to do a lot of things at nursery that he can't experience at home. Thanks to all of you.
- ✓ The questions above don't give enough options, her key worker is great, approachable and knowledgeable but not always available
- ✓ Most staff have been helpful and friendly, a couple less so.
- ✓ It would be nice if children were allowed to bring their own meals sometimes. We have seen a shift in N's willingness to eat what we offer at home since he started with Children's Corner. He used to eat more vegetables and animal protein and now he prefers more carbs (biscuits, toast, rice, pasta etc.), beans, and fruit. Since we have a family history of diabetes, I would have liked to have more input on his day-to-day diet by sending meals with him on certain days. In general, we have no concerns with the current nursery menu. It is varied and offers children many flavours to try. **Comment: children do go through change in preferences in food but if you are super concerned come speak to one of the Senior team members and we can see what we can do to support.**