



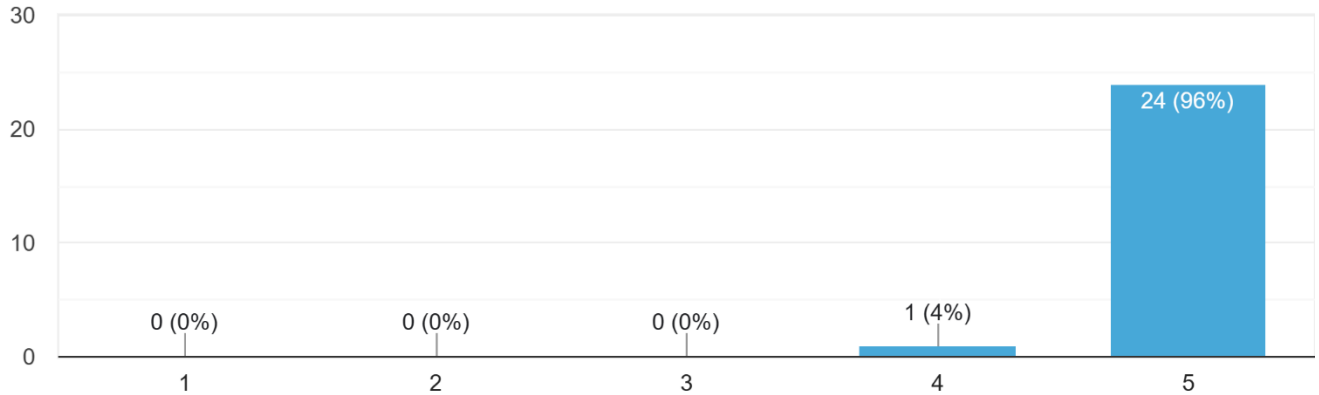
# Results of the Parent/Carer Satisfaction Survey

26 Responses out of 51 – 51%

July 2023

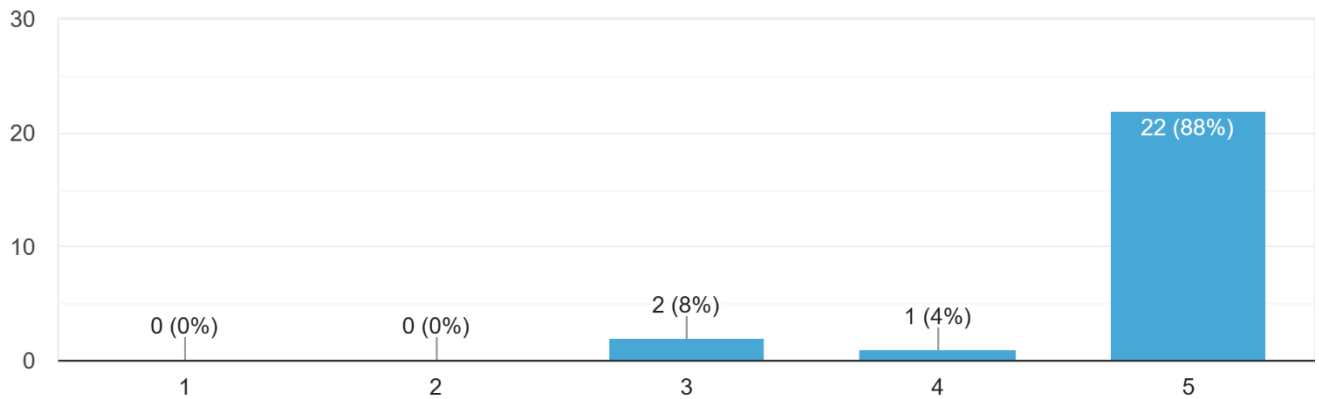
1. How clear and helpful was the information you received on starting Nursery?

25 responses



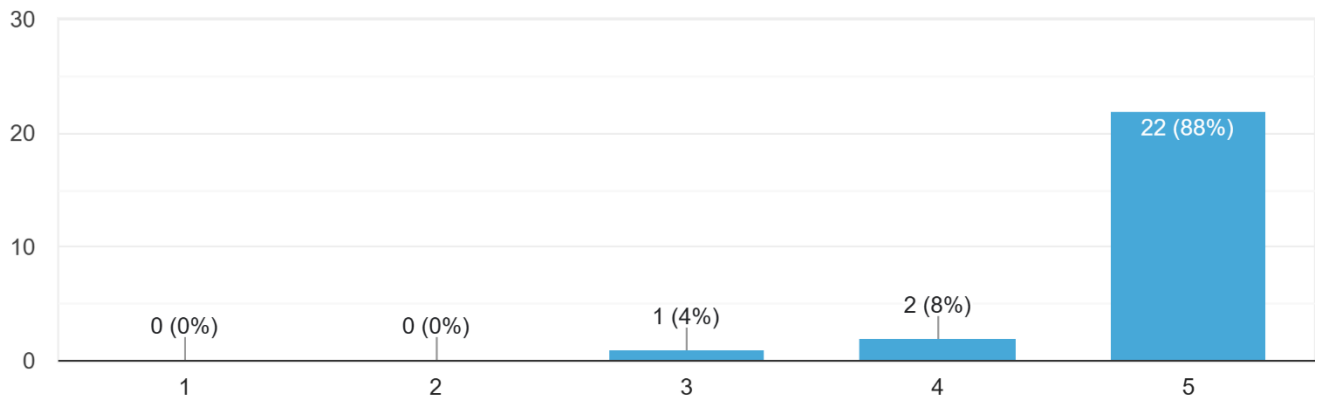
2. When your child first started nursery, how happy were you with the way they were welcomed and encouraged to settle in?

25 responses



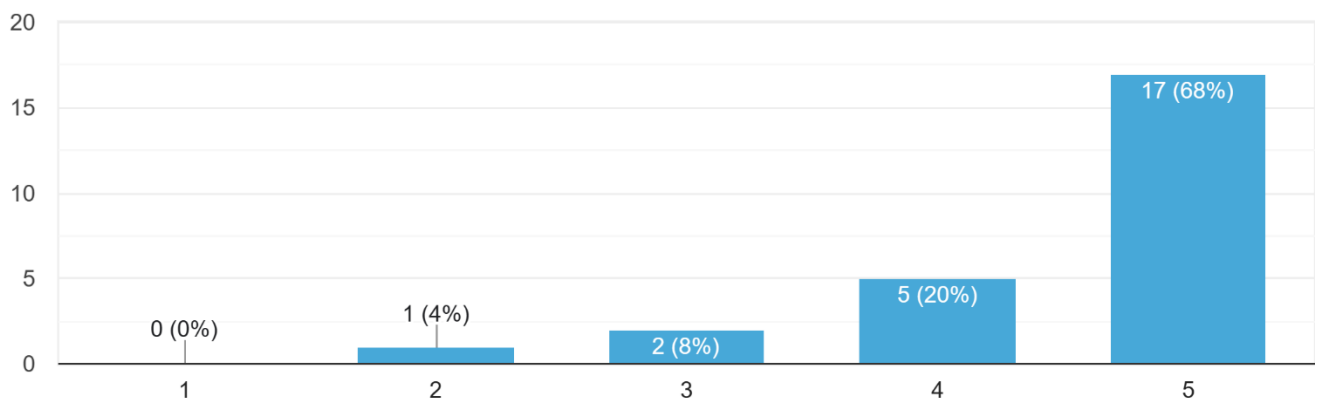
### 3. How approachable are the staff and how well can they answer your concerns?

25 responses



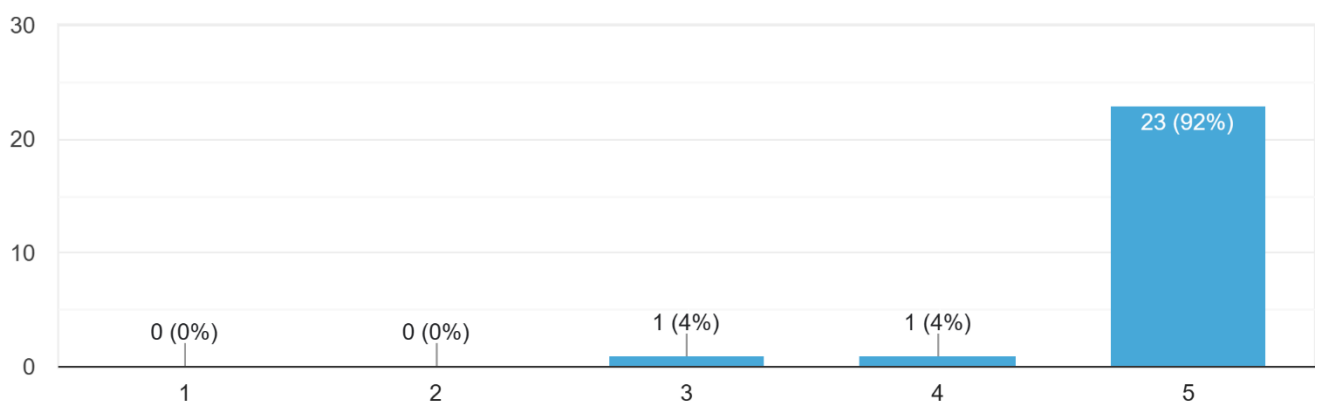
### 4. How well do you feel you are kept fully informed about your child's progress and development?

25 responses



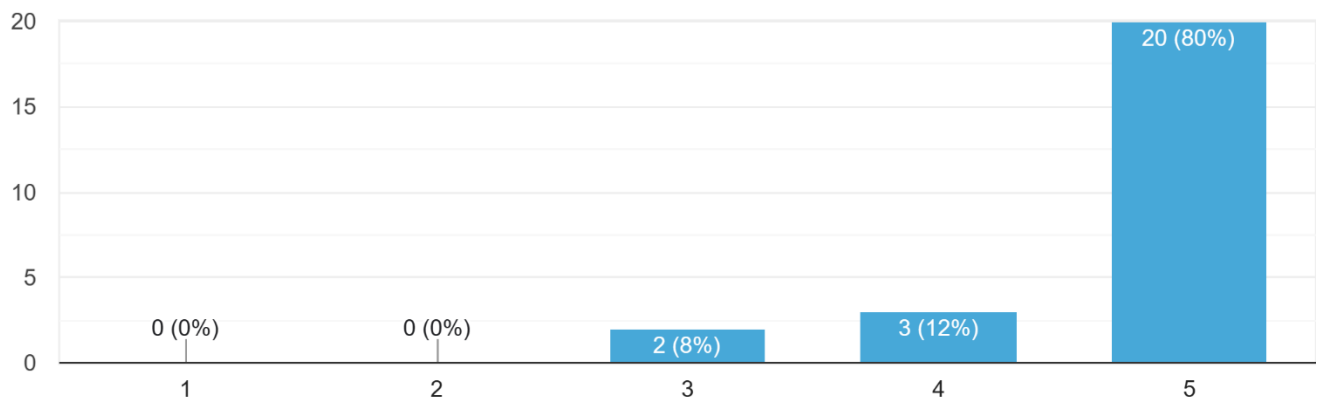
### 5. Do you feel confident that your child will be safe and happy at nursery?

25 responses



## 6. How well do you feel we communicate with you about events and issues at nursery?

25 responses



## 7. Are there any activities/resources etc. that you feel we could add to our provision?

9 responses

- encouragement to play in groups
- I think you have a great range of things going on. P always seems to enjoy herself and speaks about the creative area a lot.
- No
- Yoga
- Better outdoor provision (although appreciate space limited)
- The activities and resources are regularly changed and updated! My little one loved exploring new things every week.
- H has loved everything about Primrose Hill so I think you are doing everything perfectly. Just as ideas of things that he also enjoyed from his other setting were yoga classes, day trips, and Deano the dinosaur, who is a toy the children get to take home and then fill a scrap book with pictures of what Deano did with the children, they then get to talk about it at nursery.
- Not sure, would like to attend the nursery for the parent to stay for few hours to see activities etc which you gave the opportunity to do this year and meet some of the other nursery workers
- Not aware of what you have within the nursery setting.

## 8. What has your experience of using the Family app been?

23 responses

- I'm using active
- Helpful and very easy to use
- Good
- It's been very positive. I like being able to see what Phoebe has done through photos and being able to message the staff is very handy for non-urgent queries.
- Great
- 10/10
- Love the family app which is updated regularly
- Positive. More photos/updates would be great but appreciate time constraints
- Love the app. So easy to use
- Easy and useful.

- A very good one
- Good
- Very efficient way of providing updates/journeys and also being able to contact nursery
- It's been lovely to see what my little one has been up to at nursery. It's also been nice and easy to get in contact with staff.
- Family is great for keeping everything in one place, it's easy to use and we love the photo updates.
- Easy and very helpful
- Great way to be kept informed and to see what my daughter has been getting up to.
- Positive, easy communication with updates and reminders, like to see what my daughter has been doing at nursery and snack provided, photos etc!
- Fine
- I think it has been good, it has kept us up to date with what the children have been up too and I think it is easy to use.
- The Family app is brilliant and makes communicating with nursery staff easy. I love the photo updates also!
- Easier to communicate and receive updates
- I have found it very user friendly. I never understood why parents posts needed approval, they disappear once you send them so I would forget what I've sent when doing multiple uploads. It was fine though. I think it's really handy that everything is in one place, observations, messages, updates etc.

## 9. How do you feel nursery has helped or will help with your child's transition into school?

20 responses

- N/A
- I think it has a very good help
- Very helpful and he's definitely ready
- They've been very helpful. Lots of discussing, visiting the school etc. P's keyworker is planning a visit to her other nursery setting to see if their assessments 'match up' which is great provision.
- It will help her with socialising with other children, learning to share and work as a team and also being away from mummy and daddy.
- He's more confident
- A lot! She is excited to go
- Nursery has helped build his confidence and he is open to new things which will help with the change for school.
- With learning and talking about the school
- Nicky has helped A progress and also done all the work for a referral for speech therapy.
- Nursery have engaged in lots of transition events with school which has eased transition and being familiar with their next steps
- It's been brilliant, H has had lots of opportunities to go up into the school and is feeling confident about starting - thank you.
- My child's key person has written a wonderful and well descriptive report, clearly showing how well she knows my child. They welcomed my child's new school teacher into the setting and have aided in the settling in sessions.
- It will help as getting used to socialising with others and structure of a school day
- If we choose Primrose Hill, then greatly. If we use another school, not much.
- I think Nursery have helped so much with my child's transition to school. They have provided come and play sessions and time for the children on the playground at play time.
- Our sons social skills and speech have come on so much since being in nursery.
- N/a

- I think all the visits throughout the year have helped it to become familiar, singing in the hall, seeing the chick's and then open the book towards the end.

## 10. Have you any other comments you would like to make about you and your child's experience at nursery?

18 responses

- No
- everything as it should be
- P hasn't had a single issue since being at this nursery, however, I feel if we did have an issue, I would feel very comfortable to raise it with the staff. We love it so much that her younger sister will be starting from September!
- I couldn't fault the staff at the nursery they have done all they can to help make sure my little one is settled! From trying different things and not giving up!! They are a great team!
- M has thoroughly enjoyed her time at nursery. Not once has she complained about going or not wanted to go. Dropping her off happy and picking her up happy has meant the world to me as a mother. M will miss all her nursery teachers massively.
- Just how nice it is to see him to relaxed and enjoying every day of nursery. He's learnt a lot of different things and is growing every day.
- We are very happy with the preschool my son has been to one of the best preschools in the area
- A absolutely loves coming to nursery, and E cannot wait to start!
- Lovely early years setting
- I've been very touched at the care and support that my child has gotten. The staff have gone above and beyond to support her. Whether that has been the one to one care or support with her playing. I cannot thank the staff enough for making her time at nursery a very enjoyable experience for both of us.
- H has loved everyday spent at Primrose Hill Nursery, he has made some lovely friends and memories. He's going to miss it so much but we are excited to start again with E.
- When my daughter first started at Primrose Hill she was very emotional and it was a really hard transition for both her and for me. The staff were amazing, I couldn't of asked for more support or comfort. My daughter settled after a few months and now loves coming in, she even wants to come during the holidays! I honestly can't believe the turn around in her and the confidence she now has but also the love she has for the staff members. I know it's all down to the love and care she has received.
- Pleased with how she has settled in and she is looking forward to another year at nursery
- More communication and feedback on their day would be nice. Quite often not aware of what they have done/played with.
- My child has had a great time at nursery, and has come in with a smile everyday! She has grown so much in confidence and has made some lovely friendships. Thank you all for all you have done over her 2 years and also helping prepare her for school. She will miss you all but I'm sure will say hello over the fence!
- The nursery staff have all been amazing and an incredible support during tough times. Our son loves going to nursery and can't wait to go!
- The nursery is so welcoming and provides such a wonderful start for children. Great communication and work hard to make you feel part of the local community.

## For the children

Please would you take a few minutes to record what your child's thoughts and feelings are regarding their time in our nursery e.g. their likes and dislikes, favourite/least favourite experiences etc.

(Please use your child's own words)

19 responses

- nature activities, competitions, going out to the garden time is my son's favorite
- J loved nursery... His best thing about nursery was going outside and playing... Said he liked everything at nursery he loved it...
- N/A
- "Playing with my friends" "Playing in the playground" "Becky plays babies with me" "Becky makes me laugh, she makes silly noises" "I love the spider that came to see me. But I didn't like the crab thing" "I love everything. I don't know what I say about don't like" "I just love Becky!"
- Playing with my friends, and the sand.
- I like puzzles, making card, painting, dancing, playing basketball, reading and drinking milk. There's nothing I don't like, I just love everything.
- I like to play outside with the bikes and my friends. My best friend is Nikki and G and I like seeing them and playing with the other children.
- I love the semi circles and sand pit!
- I like going to play outside on the new school park and like that I get to go out of nursery : primrose patch/ the park/ on walks.
- A has said his favourite thing at nursery is running, daisy, play toys at nursery, 'egg spoon with a hand behind his back like that' tidy up time, 'I've got a toy crocodile 'Laura Lauren I love them
- I love Nik-knee she's best! I like drawing T rex at school!
- The nursery has been a lovely setting to help bring my little ones confidence up! She has become a bright and out going little girl, and I give the nursery credit for it!
- feelings - 'happy' likes 'playing' favourite 'primrose patch & welly walks' least favourite experiences 'nothing'
- I love playing outside Snack time is fun My teachers are funny I love the dancing Laura and bobbin give good snuggle buggles I love my friends The big spider ticked my hand and we got chicks like Ga and Bampi do Pre school is so much fun
- It's good. I like my friends (she said their names). I like going in the swing. I like everything I like the kitchen. I like all of it (when asked if anything she does not like)
- I like playing babies and mummy's. My favourite thing outside is the slides and rolling down the bank!
- What he did like: "Some playing outside and playing with the toys". What he didn't like: "That"s enough now" he didn't want to answer another question.
- Favourite thing "playing with H"
- Primrose Hill Nursery is my favourite. I like playing with the cars and the bouncy castle. My favourite thing about nursery is the roof because it opens up. I like going to new nursery because it has all of my favourite things.