

Chertsey Nursery School



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Parent Feedback 2024

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There were 59% responses to the survey sent in the summer, increase from 30% in 2023 and 27% in 2022

Our families said :-

95% said that communication was good

100% said their child was happy

98% said their child was well looked after

96% said the school is well lead and managed

98% said their child was safe

98% said their child was taught well and made good progress

98% said they would recommend our school

33 families that had children with additional needs said they were met

98% said their child was safe

1 family said their child was not safe, this respondent also disagreed about the exchange of information, that their child was taught well, and that the school has high expectations, but they would recommend the school. They also said that their child needed support but it was not provided



98% said their child was well looked after

1 family said their child was not well looked after, but this respondent agreed with all other statements and would recommend the school – they said *“My child was always happy to be at nursery.... May be your outdoor was full of activities, woodland trips”*.

- Specifically, we are concerned about cold weather clothing. Sometimes, the children are only wearing T-shirts without jackets or jumpers, and it is quite cold outside, which can lead to them catching colds. We understand that it is difficult to ensure that all the children are dressed appropriately, but we would appreciate your attention to this matter First, I wanted to share some feedback about a couple of issues we’ve noticed. (3-5s)
 - I’ve mentioned before that my daughter needs help with wiping after using the toilet. Lately, she’s been coming home complaining about her bottom hurting and not being clean, which actually led to an infection. We had to take her to the doctor and get a steroid cream to help heal her skin.
 - Also, during the winter, we’ve noticed that when we pick her up, she’s often only wearing a jumper, without her hat, scarf, or gloves, even though we send her to school with them.
- However, I will encourage the school to device ways to reduce incidence of injuries
- I feel like there could be more learning in the 2-3 class. I get the learn through play but it doesn’t seem like there is much opportunity to learn things like letters, numbers,

- We really appreciate all the feedback. The weather is closely monitored and there will be a clear message to the children with regards to their clothing choices in the outside space and we will encourage them to be making the right choices. We will continue to embed this across the school.
- Thank you for the feedback about toileting, we do monitor this closely and are sorry your child was ill.
- At home time, we encourage the children to gather their own belongings, this is a learning curve for the children and they are sometimes not successful in this. They are also learning to regulate their bodies as to whether they need all the warm weather clothes.
- We monitor accidents and injuries on a monthly basis to ensure there are no trends or issues, please do feedback to us if there is an issue so we can address this quickly.
- We follow a play based curriculum and monitor the milestones children are working at each term. We focus on songs, rhythm, rhyme, communication before the stepping stone to letters and numbers.

Comments about communication



- It has been very good people, good vocabulary and reliable
- The 2-3s team are brilliant teachers! My son was looked after so well. They both are so friendly and professional. Tapestry is a good touch for us to follow what they are up to at the nursery, but seeing them happy when you pick them up is priceless. We have noticed massive progress with our sons development, especially social skills and speech. Also members of our family and friends noticed the same. Thank you a lot for doing good job and being so wonderful and patient with our little ones
- Info shared at pick up as how the day has gone is very useful to me.
- Overall, our experience of communicating with the nursery staff has been good.
- We feel the communication is great and the nursery and staff are very accommodating. Contact with staff at collection all great thank you
- Never had an issue with drop off and hand over has always been smooth. Always updated at hand over about her day and issues.
- The best nursery in Surrey. Communication between myself and the school is very good. I am made aware of his progress.

The exchange of information and communication



93% said the exchange of information was good

Parents said:-

- Sometimes at drop off/collection it can be difficult to talk to the member of staff because they are busy but apart from that everything else is perfect
- The key teacher wasn't always there when dropping off/picking up our daughter and we had no chance to talk to her, sometimes we wanted to talk to her but it was not easy to approach. We know there are different ways of communicating but didn't want to contact the office etc as the issue was only small
- Drop in session once a term to see how they are getting on in nursery (like a stay and play).
- Pick ups could be a bit better providing more info. Would be nice to hear about what my child does at nursery instead of just hearing "he's been fine all morning" or "had a great morning" and then bye
- There is potential for improving the amount of detail about his day at pick-up.
- Would be nice to have more feedback and communication
- Everything has been good I think it's difficult to speak with a staff member at pick up without other parents hearing the conversation: also no real update on my child's day is provided when I collect him. I rarely know if he's eaten lunch or what was provided
- There is just one more thing that would make the SEND class even more amazing and stronger: it would be beneficial for parents to know what children are learning each week, so we could complement and build on children's learning at home. Excellent staff taking care of children very well
- More information at drop off and pick up would be useful
- Maybe extra parent meetings
- [The only thing that could be better would be communication within the team about the needs of a child, which sometimes may be slow \(e.g. I mentioned toileting issues my son currently faces on a few occasions before it seems to have been discussed within the team\) . \(3-5s\)](#)

We will:-

- We appreciate that pick off and drop off may seem difficult to talk to a member of staff, however, we aim to rotate staff on the doors and gates through out the week. If any time you need to speak to a member of staff, just ask, however big or small the question will be, and we will aim to help or offer an appointment or phone call.
- If you need to arrange a time to talk to a staff member, just email the office who can help organise a mutually convenient time.
- We hold termly stay and play sessions, often at the end of the term to celebrate, do look out for these dates in the Newsletters and on email communication.
- As a maintained school, we have set pick up/end of session times, we appreciate this may seem 'less personal' than if you have previously been at a Day Care or other setting. We have a large number of children leaving at the same time, so a 1:1 handover is not possible. We ask parents to assume that their child has eaten lunch unless we tell them otherwise.
- When parents need to talk to us, we will look to find a private space in one of our meeting rooms if that is appropriate and we can meet ratios in the classroom.
- We will share weekly learning with parent so notice boards outside each classroom gate so that parents can build on this at home.
- More information at drop off and pick up would be useful
- Our parent meetings are termly, which is in line with school expectations, we would love to offer more, but this takes staff away from their role in the classroom and interacting with children

Comments about Tapestry

- Tapestry is amazing, lovely to see him so happy and supported. Love the forest school photos.
- The pictures, videos and stories about our son's experiences posted on Tapestry have provided a welcome insight into what he enjoys doing with his time in the nursery
- As parents we love seeing photos and videos of our child doing all the things they love via Tapestry. As a parent of a child who is non verbal, this is very much appreciated.
- Excellent staff taking care of children very well
- Tapestry is great, as cam is non verbal having that information to find out what he gets up to at nursery is really great. All the staff are also great at telling me if he's had a good day or not which I really appreciate Tapestry

Parents said:-

- More information on tapestry and drop off would have been useful
- I believe the exchange of information regarding child's progress can be improved much better, the frequency of updates can be increased at tapestry, my child has previously attended pre- school in a different location where daily tapestry updates were provided. Also I believe a word about the day cloud help during collection time.
- More information on tapestry and drop off would have been useful It can be hard to catch the teachers to speak to sometimes, however pickup and drop off times are busy and I understand
- I love the updates on tapestry but do feel like they could be a little more regular
- Kindly request you to provide the access to Tapestry
- More tapestry would be helpful or an idea of what they are learning/ themes each week so we can support at home

We know how much our families love to receive Tapestry updates, however, we have to prioritise the interactions that our staff make with our children in the classroom. Tapestry updates, taking images and writing the observations take time away from the classroom to do this, therefore, we have reduced the amount we share with parents to monthly. We appreciate that if your child has been in a day care setting, this may feel very different. Our priority is communication and interaction with your child. In the September Newsletter, it was outlined how we use Tapestry and what you can expect. We do love parents to also give us a 'thumbs up' or comment when you have seen the post, to make all the administration worth while. Tapestry is also great for you to 'spark up' a conversation or interaction with your child.



Comments about Parent Meetings

- We valued the parent meetings, where the discussions have shown a good understanding of our son's needs and strengths and have given us some additional ideas and strategies to use at home.
- Parents meeting were helpful, I also appreciate that you're sharing pictures via Tapestry
- Meetings were very well planned, SENCo and key person extremely helpful, kind, caring and went about and beyond when anything needed to be changed or if additional support was needed.
- Parent meeting - My daughter absolutely loves attending nursery and cannot wait to go every day, even asks at weekends. She has really blossomed since starting and has formed a wonderful personality, great friends and grown in confidence- thank you all for your support and help and making her journey so enjoyable.

General comments



- Every member of staff is a credit to your nursery.
- Staff are really friendly and I feel happy knowing my child is in their care, they all work extremely hard. My child often comes home and tells me what a great day he's had and how much he loves going in, thank you all for all your hard work!
- Please see the comments above regarding the excellent job you all do. We are very happy with the nursery and have only a few suggestions for improvement. We appreciate all the great work you do and hope these issues can be addressed.
 - I also wanted to share some positive feedback about our experience with the nursery.
 - You all do a great job! The teachers are always very friendly and engage with the kids. One assistant, in particular, has made a big impression on our daughter—she talks about her all the time and looks forward to going to nursery to see and play with her.
 - The range of activities at the nursery is impressive. We love all the beautiful paintings, pictures, cookies, and plants that the children create. The visits to the woodlands are always a big adventure and something our daughter looks forward to. The outdoor area and activities are fantastic; she especially loves playing with water, bubbles, and sand, and she talks about it a lot.
- Thanks so much for looking after our children in the best way you can. The school did well by introducing books to 2-3s so early to improve reading habits. My child was always happy to be at nursery.... May be your outdoor was full of activities, woodland trips Each week, the children have a new topic to learn about with new activities set up every day. (3-5s)
- We appreciate the initiative to have weekly library days, as our son loves stories and discovering new worlds. We are also glad that he has the chance to go outside in a beautifully organised space, where he can be physically active and enjoy the fresh air.
- Overall, our son's experience as well as ours is truly positive. Absolutely love this nursery and the staff are amazing! Everyone has been brilliant with my child of SEN and any children due to come here in the future will be very lucky to be cared for here. Thank you for all you do for the children and for us parents! My child is happy and always wants to go to the nursery I liked the nursery so much when my first son attended that I sent my second The most incredible, loving and caring staff I could ever ask for. It was very reassuring to know that my child is in the setting where their needs are understood and fully met.
- I did not have to worry at work as I knew my child was in safe hands and enjoying themselves. Staff are extremely kind and caring, always there to talk to about care needs, what has gone well, any cheeky moments and additional support. Well done everyone!
- Well done to the Head of School for managing this nursery so well; thank you SENCO for your time and dedication in making sure all support and paperwork was done precisely to support our child; well done My key person, you have been leading the SEND class amazingly well and caring for our precious child, always there to talk to; thank you to all teachers/ assistants for delivering high quality education and thank you to all other staff who supported our child and we did not get to meet them in person. Thank you to reception for dealing with many of our queries. You will all remain very close to our hearts. Thank you for everything you have done for our child and our family! Xx
- I wish I had found this nursery sooner for my other children. Staff are very friendly and approachable, very understanding. The kids are looked after well Great staff lovely nursery i want change the program for my son, if is possible start in the morning, many thanks! (3-5s)
- Although, I felt my child was much happier and has built more confidence at Chertsey Nursery School, and the reason I believe is because he let free and was not put under pressure here . He was allowed to explore and open up himself. (3-5s)