



# Parent feedback survey 2023

There were a total of 31 responses to the parent feedback survey in July 2023, 30% response rate.

100% of the responses said:-

- Their child is happy and well looked after
- Where needed, additional support for their child has been sought and provided
- The nursery is well lead and managed
- Their child benefitted from attending Chertsey Nursery
- All families would recommend Chertsey Nursery



# Parent feedback survey 2023

There were six parents who disagreed with statements asked or provided specific feedback:-

1. Disagreed their child was safe, however, did not elaborate on this. They agreed with all other statements positively and would recommend the school.
2. Disagreed their child was safe, they also did not feel they had a good exchange of communication (mostly linked to using Tapestry, which will be addressed in improvement priorities in 2023-24\*)
3. Disagreed their child was taught well and made good progress, despite stating that their child needed additional support and it was provided. They felt they did not get the right level of communication from Tapestry\* or from the class teacher. Same parent disagreed that their issues were responded to, but their child had benefited and they would recommend it.
4. Disagreed that they had enough information when their child moved class mid-year
5. Two disagreed about the exchange of information, as they would like more daily feedback or parents meetings more often

# Feedback about the exchange of information

You said...

We will ...

## Moving classes

Little information shared about session when 1st moved into new class



We endeavour to ensure that we communicate when significant changes happen, however, do appreciate this can be less if there is a mid-year move. We will look to improve this process for the coming year

## Daily communication

At pick up for some of the staff to give feedback

More info at pick up would be useful, toileting, eaten lunch etc about her day

We would appreciate brief feedback on how our child was doing on the day we picked them up from nursery

We would definitely like to hear more about their day at nursery

Sometimes a little information when they come out could be nice.



As a maintained school, our classes finish at the same time, therefore, this is different to other early years settings. It is not possible to talk to each parent at pick up time, therefore, we will only talk to you and give you 1:1 feedback if necessary. This is consistent with the approach parents will get at primary schools.

# Feedback about the exchange of information

You said...

We will ...

## Parent meetings

Late in the term parent meeting

Parent meetings have been mentioned but at the expectation a parent should raise if they need to

Have not yet had update or parents evening so unsure

It would have been better if the parents meeting would have done very often if you have concern, rather than waiting at the end.



Each child will have a parent meeting in the Autumn and Spring terms, and we will offer one if parents want this in the Summer term.

We like to give parents longer than a 10 minute slot to talk about their child, so therefore, meetings will take place throughout the term, so some families will get theirs sooner.

We offer all parents a meeting, however, if a child has started mid-term, this may not be offered until the following one.

# Feedback about the exchange of information

You said...

We will ...

## Communication

We've found the communication to be really poor and gave up requesting more as we fast approached the end of the year. We've felt quite let down by this as it's a huge part of our child's day and missing out on how it's going has been disappointing.  
Daily update about food



We can only apologise if we have not communicated at any stage. If parents contact the office on [info@chertsey.surrey.sch.uk](mailto:info@chertsey.surrey.sch.uk) or call 01932 562225, we can make an appointment for you to see your child's key person.  
With 100 children on roll, we cannot provide a daily food update, we will inform you if there is a reason to.



## Feedback on injuries

Would like to see parents informed of injuries by telephone when they happen if they are head/neck related. My child had an accident and had wet clothes but we're not given them at pick up as pick up time seems busy.



We endeavour to call parents when there is a head injury, however, at the time of an incident, our priority is to ensure the child is receiving the treatment they need.  
We can only apologise that wet clothes did not go home, we encourage the children to be independent and manage their belongings. We always help where we can.

# We wanted to know what you thought of how we use Tapestry

## 55% like it how it is/ 42% would like photos posted more often

### You said...

Tapestry used more/ daily update

We had more tapestry updates before January, after that only once every 2 months.

Unsure of what tapestry is... better information provided about this via email?

We've not really had much on Tapestry for a long time but understand our child's key person has been off

We want to know what they are learning, not just pictures

Since the beginning of the year communication via tapestry has been minimal. We have not been kept updated on progress, or the day to day of what our child is getting up to. We have had 5 tapestry updates in 7 months



### We will ...

Every parent is automatically signed up to Tapestry using the email addresses they provide. It will then be the responsibility of parents to check their child's account or set the notifications to update when posts are added.

Tapestry is updated once a month if your child is in 2-3s or 3-5s and every other week if your child is in the SEND class, we will monitor staff to ensure this happens consistently.

Tapestry will continue to be updated regardless of the absence of staff.

The written Tapestry update should reflect the learning in the photograph.

We are not able to provide a daily update for each child. With 100 children on the school roll, this would result in staff spending time away from the children, which will not impact on their learning.

# We wanted to know what you thought School Money

## 58% have used it

### You said...

Initially it was difficult to open the link ,then I did contact the nursery and they have given me another link

Paying a week in advance is a bit of a pain if the children are then off we have to ask the office to remove it, which they always have done with no issues.

If the dates we are paying for is mentioned it would give more clarity

Easy to use but little alarming when it says you are overdue as soon as the fees have been loaded.

Would be good to have the option to pay per term rather than having to remember weekly



### We will ...

Thank you for letting us know that the link was difficult to open, any issues please contact the admin office and they will be happy to assist.

Again, thank you for highlighting that there were no issues with the office, however, the terms and conditions are that - "Parents wishing to book regular or one off sessions for their child must continue to pay fees if a child is sick, on holiday or absent for any other reason, including closure for reasons beyond the nursery's control, e.g. snow/ power cut in order to safeguard the place". We will ensure that the office is aware of the correct procedures.

We currently use School Money and the messages that are sent are automatically generated therefore we have no control over this. If you require more clarity please contact the admin office and they can assist you.

We appreciate that the messages seem alarming, again they are automatically generated. Please contact the office if you have any concerns.

There is an option to pay per term, if you require further information on this, please speak to the office and they will be able to explain how you can do this.

# We wanted to know what you thought our Coffee Mornings/Afternoons

19% have attended one

You said...

For those who attended, you said they were useful to gain new information, meet other parents and have time to talk to staff

For those who did not attend:-

62% said it was because the timings did not work

25% said because of other work commitments

13% said it was because the topics did not interest you

We will ...

We will continue the coffee mornings throughout the school year, plus offering a new parent evening at the beginning of the year to welcome parents and gain initial information of themes for our coffee mornings.

We endeavour to have different timings to suit our parent community, however this is not always possible to do. We are going to host a welcome evening for parents at the beginning of the year.



We couldn't of asked for anymore . The support we received was excellent throughout

Both of my children have come through the nursery and it is absolutely wonderful. The staff are amazing, welcoming and clearly really care for the children the work with. Thank you for everything!

X has made great connections with her teachers and support staff. I think x and the team have done a great job with supporting her to settle at nursery.

All the staff are doing brilliantly well, my child is always happy to go to school each day

My child is happy and had great improvement in communication and socialisation

The staff are all very dedicated and supportive, we're are really pleased to send our son here. I wish to continue nursery class but it's time to say goodbye

I really like the fact my child isn't pressured to learn through reading and writing, he is allowed to learn through play which has giving him great social skills and he is ready to attend big with confidence.

Keep doing what you do as I think you are a fantastic nursery and all our children have been with you guys Thank you to everyone for your hard work It's one of greatest Nursery, Keep the good work up