



## How Good is our Nursery Parental Feedback

Early Years at 29

November 2013

	Excellent	Very good	Good	Adequate	weak	Unsatisfactory	
<b>Care Commission QAF Inspection Grading Scale</b>	<b>6</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	Comments
<b>QAF 1 – Quality of Care and Support</b>							
Do you feel your child is well cared for and supported?	49	5					“Great.” “All staff are very supportive, friendly and eager to help.” “Never a doubt in my mind.”
How do you find the quality of care?	50	4					“Very satisfied with the level of care.” “Great.”
How would you rate the quality of education?	46	8					“Very happy with my son’s development and pleased he is accessing the CFE at this early stage.” “A lot available for the children.”
How well does the nursery cater for your child’s Health and Wellbeing?	41	12	1				“Unavoidable, but my child has had one bug after another.” “Food available to staff to give children is not always as healthy as would expect.” “Very well.”
Does the nursery communicate effectively to meet your child’s individual needs?	46	7	1				“I always have daily feedback from my child’s keyworker and feel she really knows my child and has a great relationship with him.”

<b>QAF 2 – Quality of the Environment</b>							
Choice of Equipment	39	9	1				
Condition of Equipment	39	9					
Standard of Cleanliness	43	6					“Very clean.”
Garden / Outdoor Play Area	36	9	2				“Have not seen it yet.” “Not seen outside.” Really impressed with outdoor area.”
Quality / Standard of the Interior of Building	39	9					
<b>QAF 3 – Quality of Staffing</b>							
Quality of staff / child interaction	43	6					“My son has been at Indigo since a baby, all staff very approachable and know him very well.”
Quality of staff / parent respect	42	5	1				
Availability of information to parents from the staff	38	9	2				“Staff always have time to discuss my son’s development”
Co-operation / friendliness of staff	44	5					“Excellent, always has been”
Suitability of staff qualifications	39	5					“Not visible.” “As far as I know, very good”
<b>QAF 4 – Quality of Management and Leadership</b>							
Co-operation / friendliness of Manager	42	6	1				“Helped get me places for my two young ones very fast.”
Availability of information to parents from the Manager	40	8	1				“Staff respond to emails etc. very quickly.”
Manager’s leadership skills	39	8	1				
Do all staff show leadership values?	39	8	1				
How do you feel about the quality assurance systems we use (e.g. Child at the Centre 2 , Quality Questionnaires)?	37	8					

#### What you think we do well:

"I like the sheets that comes home re. play/food/activities/sleep etc. – helps us feel informed and if my child is tired/hungry etc."

"You provide children with an excellent place to play and learn. All the children seem very happy and our girl especially enjoys coming here. ☺"

"Interaction with all the children at a high level. Superb structure to the day. Excellent resources available to children."

"Keep parents informed. Listen to parents."

"Relationship with staff/child. Very good curricular activities. Support with toilet training has been great. Resources and environment very good standard. Care for Calvin great. Very good communication of Calvin's development and progress. Great Parents Presentation tonight."

"We are extremely happy with the service you provide. Don't think our children could have a better nursery."

"Staff are very warm and friendly and communication between nursery and parent is very good. Kids are taught very well and my son is very happy to learn at this nursery. He has progressed very well through the years, thanks to staff."

"Everything. I can drop my girl off at nursery and go to work knowing she is in the best hands. Love all the staff always smiling and my girl will miss every one of them when she leaves to start school and I will miss them too. Indigo Group is a very happy environment that is run well. Long may this continue."

"I think this nursery excels in everything. Our son loves it here and we have no problems at all. All the staff are friendly and approachable and will help if they can. Excellent nursery. Well done! ☺"

"Staff have great relationships with the children and parents. A warm and welcoming nursery! Children seem confident and very well cared for. Children learn lots and this is seen throughout the nursery on the walls through pictures/photographs. Children's folders are great and show what activities/ experiences children take part in."

#### Areas for improvement:

Just information like behaviour e.g. biting/walking etc. within the info sheet would be nice."

"More communication, perhaps via a newsletter."

"As commented in the past, I'm surprised at some of the food that is made available to the nursery under a 'Healthy Eating' regime for schools (e.g. processed foods – hot dogs, burgers, pizza etc.). Appreciate that Indigo staff are not responsible for this, but would like it fed back to Care Commission/Local Authority/Council (as appropriate) that they are failing in this respect."

"Would love to learn the songs the kids learn."

"Would like some educational activities recommended to me so I can ensure Amellia is ready for school next year. Anything I can do to help her do well."

"I would like to see more on what Ava actually does in nursery at the end of the day; i.e. what she learned that day or what pictures and activities they did etc. I feel that the end of the day sheet only says about lunch and snack. I'd also wish for Ava to try more learning of words etc., instead of just playing. I've only ever seen about 3 out of 10 things Ava has done in nursery; i.e. pictures she wants to take home or on the wall."