



June 2015

Questionnaire

Feedback

Do you know who your child's key person is?

We are delighted to report that all parents who took the time to fill in our questionnaire knew who their child's key person is. After starting at Lunaland, your child effectively chooses their key person, depending on who they build the strongest attachment with. When this is decided it is written in your child's daily diary and displayed on the key persons board in reception.

Do you feel we help to continue your child's learning at home?

95% of parents felt that we help to continue their child's learning at home. We strive to work in very close partnership with all of our parents to allow children to make the very best progress. Babies and toddlers have a daily diary which contains information about what your child has been up to during the day. You can add information to this about what your child may have achieved at home so we can work on this at nursery too.

In reception there is our monthly learning board with an area dedicated to 'what you can do at home'. This helps the children to consolidate their learning from nursery and practice their skills further.

Next to this is our planning board which asks parents to add a label with their child's interests. Staff use this to plan monthly activities for all children to do together.

We also request that you contribute to your child's learning story. We have 'since I have last been to nursery sheets' which are on the door facing into reception. We also encourage you to send photos in so we can add these to your child's learning story.

Are there any ways you feel we could improve this?

2 suggestions were made:

- 1) Activity ideas to do at home before next nursery visit
 - 2) Give parents notice as to monthly planning to give them chance to plan how to move this forward at home
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- 1) Each room has a monthly 'what you can do at home' which helps to enhance your child's learning, as well as consolidate information they have learnt. Talking to your child about their time at nursery is a very valuable way of continuing their learning. This gives them time to think and reflect, which may result in them asking questions. You can use these questions as prompts to continue their learning and even let us know their response. We can add these onto their next steps.
 - 2) With regards to notice about monthly planning this is difficult for us to do because it is constantly changing depending on the children. Our planning will always link (maybe loosely) from the previous month because we follow a series of next steps. E.g. September - learning about harvesting/vegetables

October - we will link this into Halloween and pumpkins

Do you feel fully updated about your child's progress?

95% of parents felt fully updated on their child's progress and commented on the excellent use of daily diaries and discussions when bringing in and taking out their child. Sometimes, this daily meeting can be shorter than we would like but we do always put the children first and staff need to get back to their rooms. We hold regular parents evenings and will be having another coffee morning in aid of Macmillan at the end of September where you can meet with your child's key person and other parents if you wish. May we also remind you, you can make an appointment to discuss your child's progress at any time, just let your child's key person know and they will be happy to arrange a mutually convenient time.

Do you feel we consider your views on the service we provide?

98% of parents answered 'yes' to this question and you could not be more correct. At Lunaland, we are constantly striving to improve and we will always take your comments on board and implement your ideas if possible. We ask you to complete questionnaires annually and would encourage you to add suggestions to our box in reception.

Do you know how to access our policies?

90% of parents said they knew how to access our policies. However, some commented that they are on the website which isn't the case. Our policies folder is on the parents table in reception but we will look at getting them added to the parents section of the website. If you are curious about a particular policy but don't have the time to look, please ask any member of Lunaland staff who are aware of each policy and what it contains. They will give you a brief overview.

Have you contributed to them? Would you like to?

In our last questionnaire a couple of parents suggested that they would like to contribute to our policies however no one has yet. You are more than welcome to read through and let us know if you would request we add anything to them.

Do you feel comfortable raising a concern? Do you know how to?

100% of parents said they would feel comfortable raising a concern should they have to and most knew the protocol to follow. Depending on the level of concern/complaint you can speak to your child's key person, member of the management team or Tina. This can be verbal or written. We will act on this immediately and will discuss what will be done to better the situation. Our complaints procedure and log is on the parents table in reception should you need to view it

Do you feel there are any more ways we could strengthen our partnerships with you?

88% of parents felt our partnerships were exceptionally strong. The 12% who felt we could improve suggested more parents evenings, fun days and coffee mornings. We aim to hold two parents evening per year and a casual Macmillan coffee morning for you to meet with your child's key person and other parents if wanted. You are most welcome at any time to make an appointment to come in

and look around or discuss your child's progress. Last year we held a fun day to raise money for one of our children with plagiocephaly. As you will be aware, a tremendous amount of effort goes into arranging a fun day and with our recent inspection it hasn't been possible this summer. We will consider arranging one at Christmas time.

What aspect of the provision do you value the most?

We received some lovely comments about lots of different aspects of Lunaland that parents value. Most parents commented on the caring and loving relationships that are built between staff and children which result in their child feeling settled, safe and happy to come to nursery. Furthermore, a couple of parents enhanced this by mentioning on the role of their child's key person being the point of contact at the beginning and end of the day. Additionally, some commented on highly qualified staff, professionalism and dedication to their job and the children. One parent commented on the closeness of staff and children, continuing to describe how unique, personal relationships allow parents and children to feel part of the 'Lunaland family'.

Do you feel your child receives an educational programme that is exciting and challenging?

We are delighted that 96% of parents felt their child receives an educational programme that is exciting and challenging. We follow the EYFS to individually plan for your child, based on their interests and needs. In our most recent Ofsted inspection our dedication to teaching children was noted. Parents commented on their child enjoying new, as well as old experiences and feeling secure and settled resulting in being eager to learn. Another parent commented on the fact her child is so curious about the world since starting nursery!

Is there anything you feel we could add to enhance our educational programme?

A couple of parents suggested running field trips to the zoo, farm park etc. In an ideal world, we would love to be able to offer this regularly. However, it is not possible with the high number of children we have at Lunaland. To take children on a trip, it is our policy to double ratios, to ensure that your child is in the safest care. This would be 1:1.5 for babies, 1:2 for toddlers and 1:4 for pre-school. Most parents work when their child is at nursery, so even with a few

parent helpers we would still struggle. When numbers are low we try our best to take children on walks to the woods, duck ponds, park etc. After discussion, staff have suggested a group nursery day out on a Saturday, where parents can bring their children and get to know other parents whilst watching their child interact with their peers.

Do you feel your child is in a safe and secure environment?

All parents feel their child is safe and secure whilst at nursery. We have CCTV and intercom locking on the door and operate a password system when new people pick up. We also operate a no mobile phones policy in Lunaland and everyone leaves their mobile in reception. All stairs have safety gates and children are constantly supervised with high staff: child ratios.

Is there anything concerning safety/security you think we could improve?

All parents felt that safety and security at Lunaland is very good. However, one parent commented that the car park is difficult at drop off and pick up times. Unfortunately, there is nothing we can do about the size of the car park. We try to be flexible with children's starting/ finishing hours to be accommodating to all of our families needs. However, with the normal working hours being between 9-5, in the UK our busiest times are between 8.30-9.30 and 4.-5.30 and sometimes congestion in the car park cannot be helped. If anyone can offer some suggestions of how we could ease this it would be much appreciated.

Do you access our website? How regularly?

We were pleased to see that the majority of our parents access Lunaland's website very regularly. Most parents commented they check the menus weekly. Our website is updated at the start of the month with our monthly learning in each room, and then throughout the month with anything that may be of interest to you. To view photos, we have a private login so only parents can view the images. If you have forgotten this, please ask any member of staff and they will give you the information.

Additional comments

- A parent commented on having the menus available in reception so they can see them. Unfortunately we have no room to display but they are on the parents table.

- Another parent stated that sometimes the home to Lunaland communication diary isn't always filled in. There is no excuse for this, however, sometimes books do get mixed up or something gets missed. Staff fill in each child's book throughout the day to make sure it is informative and individual to your child but the children do come first and if there is a 'mishap' when a member of staff is writing in a book, they stop to attend to your child. Therefore you may occasionally get a word missing! We try our best not to do this but unfortunately we are human and we do make the occasional mistake!