



How good is our Nursery Questionnaire – How we listened to your feedback

2014

QAF – Quality of Care and Support: How well does the nursery cater for your child’s Health and Wellbeing?

You said: *“Tooth-brushing encouraged after snack?”*

We listened: As we are part of the Smile Too programme ran by the NHS, we follow their guidelines in which we ensure that the children have their own individual toothbrushes in which they are encouraged to brush their teeth every day after lunch. The toothbrushes are cleaned weekly and are updated regularly.

QAF – Quality of the Environment: Garden / Outdoor Play Area

You said: *“Feel the baby room is a little small for the bigger kids.”*

We listened: Although there is a designated area outside the Sunlight Room for the babies to have regular access to outdoor play, all children within the nursery have access to the full outdoor learning environment, therefore our baby room children often spend time exploring and investigating in the bigger outdoor area.

QAF - Quality of Staffing: Quality of staff / parent respect

You said: *“Feel sometimes could be more welcoming. Not all staff!”*

We listened: Although we hope and endeavour to ensure that every child and their families feel welcome within the nursery, if there is any time that you do not feel this is evident, we encourage you to come and discuss this with a member of senior team.

QAF – Quality of Staffing: Suitability of staff qualifications

You said: *“Not visible”*

We listened: As stated in our handbook (a copy can be collected from the office if required) in line with Scottish Social Services Council regulations, all of our Early Years staff either hold or are working towards the relevant qualifications for their post. Both Managers of the Early Years services currently hold SVQ level 4 Childcare, Learning and Development and are working towards BA Childhood Practice. Lead Child Development Officers hold or are currently working towards SVQ level 4 Childcare, Learning and Development. Child Development Officers hold a variety of qualifications such as HNC Early Education and Childcare, SVQ level 3 Childcare, Learning and Development, SVQ level 3 Playwork, HNC Social Care, HND Supporting and Managing learning needs. Support Workers hold or are working towards SVQ level 3 Social Services (Children and Young People). To support the running of the services we have a bank of sessional staff that hold or are working towards a variety of qualifications.

QAF – Quality of Management and Leadership

You said: *“Not something I have sight of.”*

We listened: As stated above all members of our management hold or are working towards the relevant qualifications required for their job title, included in these qualifications are opportunities to develop leadership skills and how to include this in their practise. All of our staff are encouraged to develop their professional practise with many of the staff team now completed/completing further qualifications including the development of leadership in Early Years.

QAF – Quality of Management and Leadership - How do you feel about the quality assurance systems we use (e.g. Child at the Centre 2, Quality Questionnaires)?

You said: *“Not something I have sight of.”*

We listened: At our recent parent’s evening we asked our parents to complete a questionnaire regarding involving parents in the setup of a parent’s council; through parent’s council meetings, parents will have the opportunity to become familiar with the Child at the Centre 2 document which allows us to evaluate and grade our performance against stated guidelines. The questionnaire that was completed at parent’s night that allowed us to collate your feedback for this is known as a ‘quality questionnaire’ as it allows you as parents to access the quality of the provision that we provide.

Area for Improvement:

You said: “I would have liked my child to have been involved in more outdoor/community walks – trips.” and “More outings would be nice. I understand it’s not always easy for staff to take children out, due to child/staff ratio.”

We listened: In order to follow the guidelines set by the National Care Standards and to ensure safety at all times, staff must ensure that staff:child ratios are followed; for outings to occur the staff:child ratio becomes lower which can make it harder for all children to attend. As we are a not-for-profit organisation the majority of our events/outings come from our fundraising fund therefore we aim throughout the year to arrange various fundraising activities to ensure that our children have lots of nice treats, in order to ensure that the majority of our children get to participate and be involved we have found that inviting guests and events to come into the nursery has the biggest impact.

You said: “Communication with staff.”

We listened: Each playroom has a room diary in which they add messages from parents, events and visitors. In addition to this; each keyworker has their personal diaries where they keep a record of any messages and changes to their key groups. Staff endeavour to pass on all messages however there may be occasions due to specific circumstances within the playroom that may interrupt the usual processes however as always we aim to keep this to a minimum.

You said: “More books.”

We listened: Each member of staff has an identified area within the playroom that they are responsible for (which rotates), in line with our medium term plan and children’s interest the staff set up the playroom to ensure that each area is rich in resources. In order to ensure that the children have opportunities to investigate and explore resources it is also important that we do not over resource in specific areas; allowing for the children to develop increased knowledge and understanding.

You said: “Feel the lunch menu could be healthier some days.”

We listened: In line with the Schools Health Promotion and Nutrition (Scotland) Act 2007, our lunch menus are devised and supplied by Cordia (who also supply lunches for all schools across Glasgow). As we aim to encourage children’s choice, each child has the option to choose for a choice of three lunches per day (2-5 year olds). Our lunch menu is displayed on our Communication Wall in the main hall at 29, if there is a particular lunch option that you prefer your child did not have, please see your keyworker.

Feedback we received from you:

"I think the staff are excellent and really care for my son and are always there when I need a chat. They always have time to talk and let you know how my son's day has been. Always taking pictures for me to see him doing different things.

"The nursery caters for the individual needs of every child. Staff are all so friendly, nothing seems a problem. Response is always speedy if an email is sent"

"Everything is excellent at the nursery. Very happy with my son's care over the years. He will miss being there, but could not have asked any more from the staff for his setting up for school."

"Staff always very attentive; even when Amellia's keyworkers not on duty, the staff are still able to give a rundown of her day and behaviour. Security measures in place for the collection of your child is reassuring; very safe environment for any child."

"Staff listen to all/any worries or queries from parents and children. All staff support parents and children, even regarding home life. Staff are very friendly and easy to talk to. All staff follow parent's wishes for their children."

"I feel the nursery provide a safe and friendly environment. My child is well supported and had thrived over the years."

"Staff are friendly and welcoming. Staff seem to have a close relationship with the children and create a 'home from home' atmosphere. My child always felt safe and secure and most importantly given lots of cuddles when needed."

Thank you for your feedback, we very much value your opinion and hope to use this to continually develop the service that we deliver.