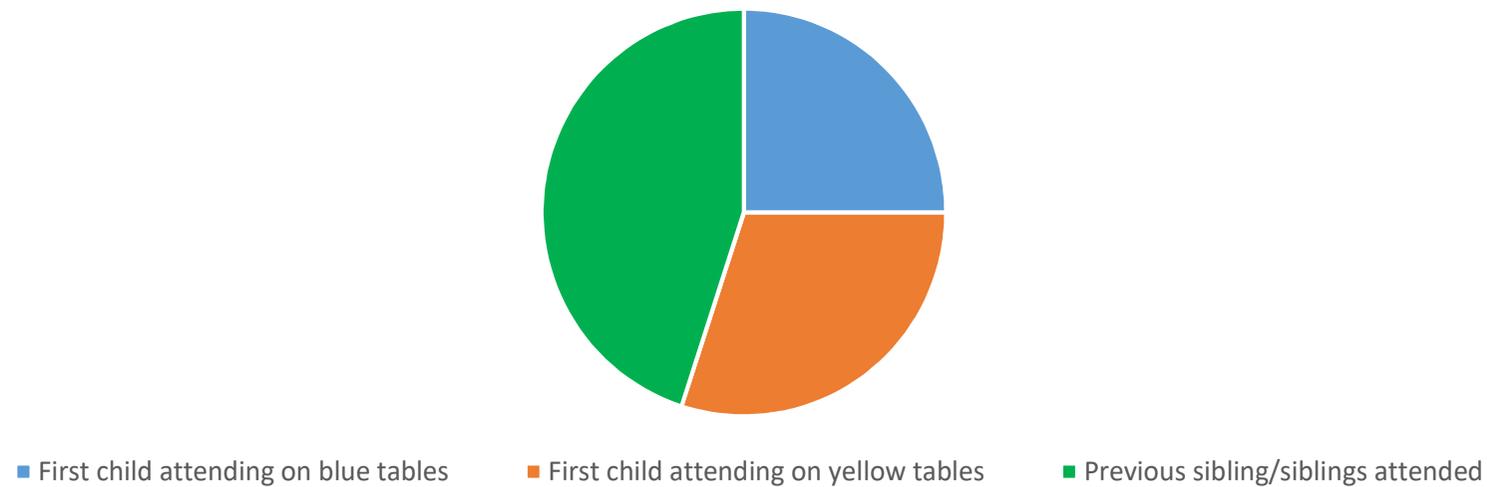


The Lodge Nursery School PARENT SURVEY January / February 2018

Profile of parents who responded

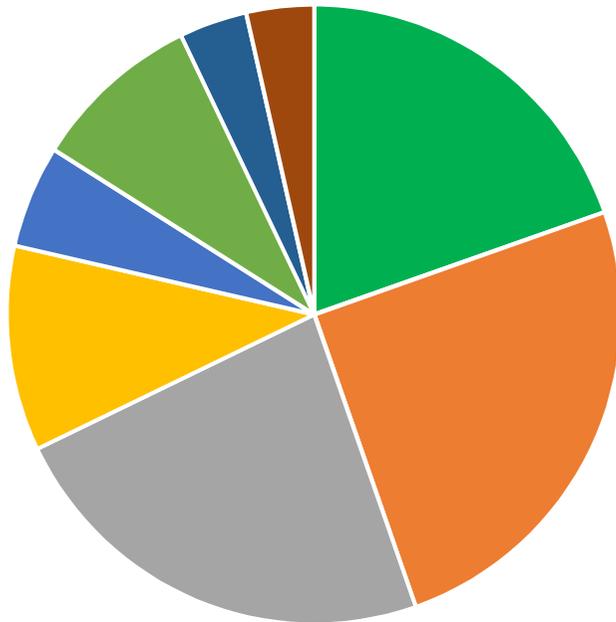
How much experience have you had of The Lodge?



For information, 45% of parents responded to our survey.

What was important to you when you chose The Lodge / What do you like about The Lodge? (open

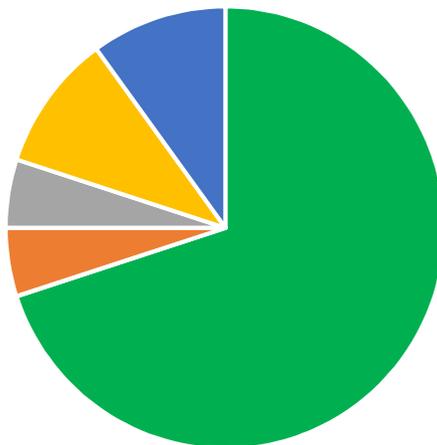
Most popular responses to what parents like about The Lodge and why they chose it



- Structured learning and routine
- Wonderful staff! Staff maturity, qualification and experience
- Caring nurturing approach and environment. Family feel
- Lovely range of toys and activities on offer. Well equipped and always something new
- Administration and organisation is excellent. Place runs like clockwork!
- Consistent level of care and consistent staff
- Good balance between free play and structured learning
- Traditional preschool with traditional values

What do you dislike about The Lodge?

What do you dislike about The Lodge



■ Nothing!

■ Over crowded coat rail

■ Would prefer a bigger outdoor area

■ Parking

■ Pick up time gets cold and cramped in foyer

What do you dislike about The Lodge - RESPONSE TO FINDINGS:

- We are not able to have a larger coat rail or anymore hanging space. We are restricted by the terms of the Church and they will not agree to this. A double-decker coat rail is not safe and also prohibitive when encouraging children to find their own coats for outdoor play. We have provided a coat stand at the end of the coat rail and ask parents to hang bags on the coat stand not on pegs to increase space available for coats. I hope the majority of parents agree with the comment made by one "It is still not ideal but you are operating in a very tight space and it really doesn't matter in the big scheme of things!".

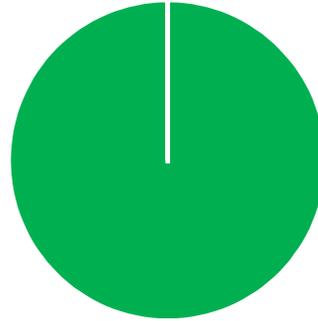
- we consider the outdoor space actually an appropriate size for the number and age of children and we are constantly looking at the way it is set up

to maximise the space available to us. We will still have investment plans for the garden and the Xmas Fayre money has been ringfenced for this purpose. We are awaiting approval on various aspects of our plan from the Church and are keen to start work as soon as we have the requisite approvals.

- Due to our responsibilities to keep children safe, we have to adhere to a strict drop-off and departure policy. This is why children are released one-at-a-time to parents/carers at the door. This necessitates an efficient hand over as parents are waiting in line to collect their children. However, parents can ask the person on the register if they can step inside and speak to their child's key person at any time.

Based on your experience, would you recommend The Lodge to other parents? (open question)

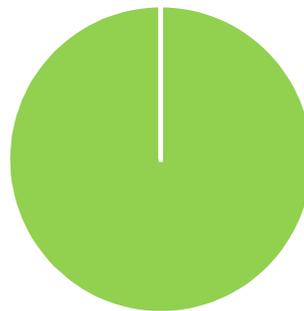
Would you recommend The Lodge to other parents?



■ Yes = 100% ■ No

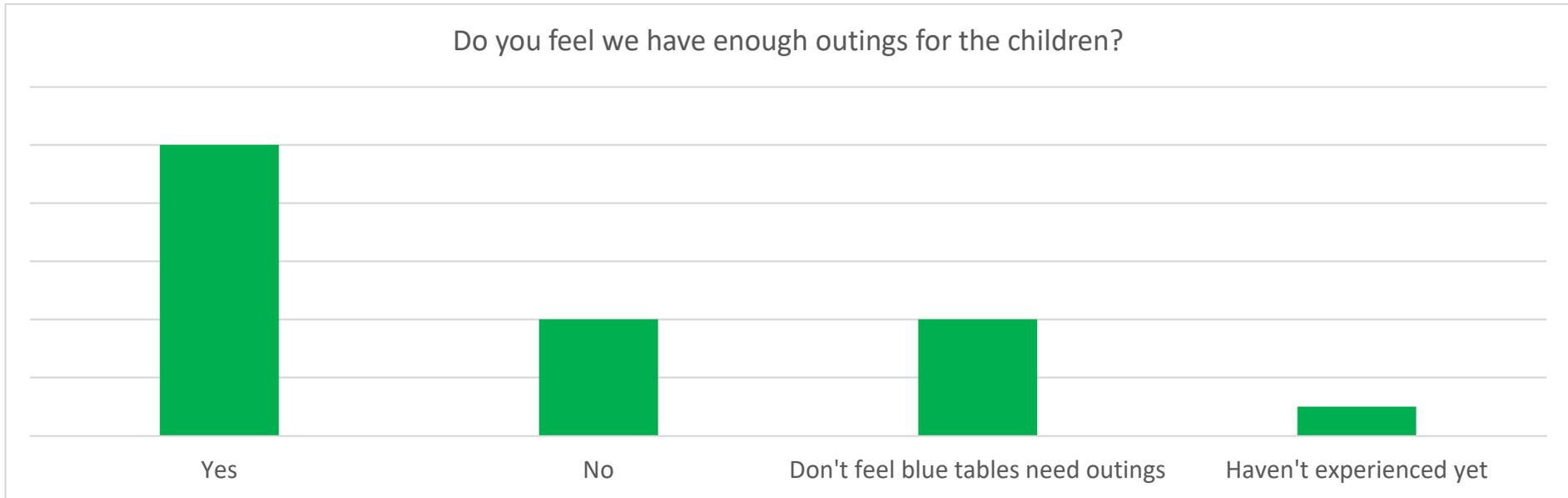
Do you have any concerns about the way in which we care for your child? (open question)

Do you have any concerns about the way in which we care for your child?



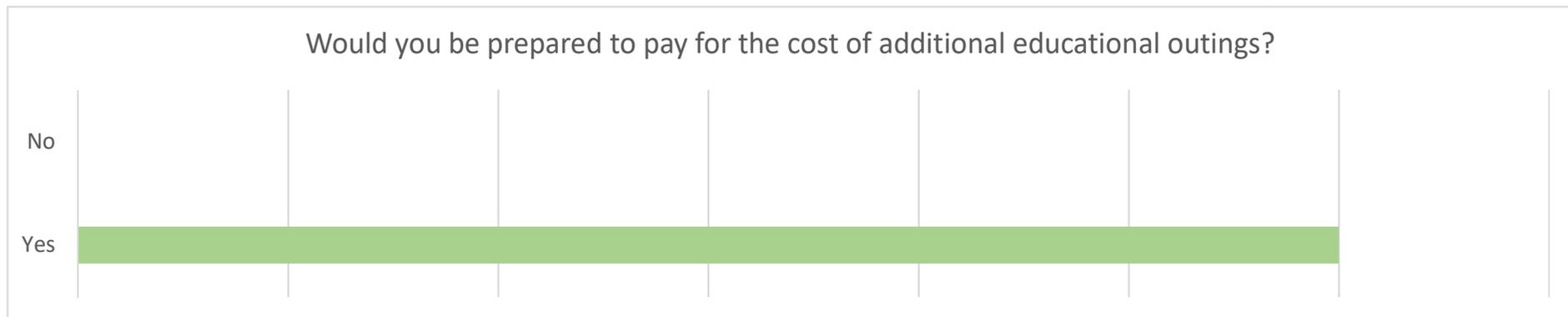
■ Yes ■ No = 100%

Do you feel we have enough outings for the children?



81% of respondents are happy with the amount of outings we offer, or don't feel they are necessary. We are in the process of arranging our summer outing. We have also increased the number of visitors that we have to the setting each term including a Fire Engine and Fire Fighting Team, a Police Officer, local vets, pets, pet shops, animals and a scientist!

Would you be prepared to pay for the cost of additional educational outings?



Is there any information missing from our new website or Facebook page? (open question)



We are very pleased to see that parents feel we have incorporated suggestions in the previous survey and are now happy with the information they receive and can access on our website and Facebook page. We were also very pleased with the positive feedback regarding the website particularly. We will make every effort to ensure that the weeks topics and songs are posted to Facebook on Monday's.

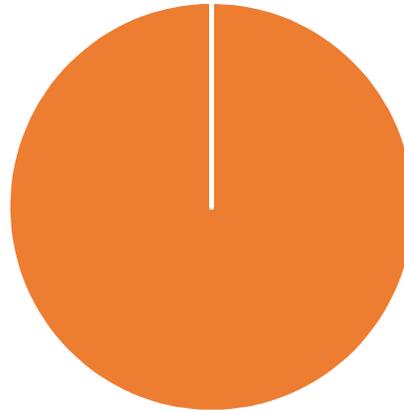
RETURNING PARENTS - Have you seen improvements following the previous survey in our hanging for bags and coats



We can only apologise for the inconvenience caused by the coat rail overcrowding. We are not able to have a larger coat rail or anymore hanging space. We are restricted by the terms of the Church and they will not agree to this. A double-decker coat rail is not safe and also prohibitive when encouraging children to find their own coats for outdoor play. We have provided a coat stand at the end of the coat rail and ask parents to hang bags on the coat stand not on pegs to increase space available for coats.

RETURNING PARENTS - Have you seen improvements following the previous survey in our doors opening on time for collection

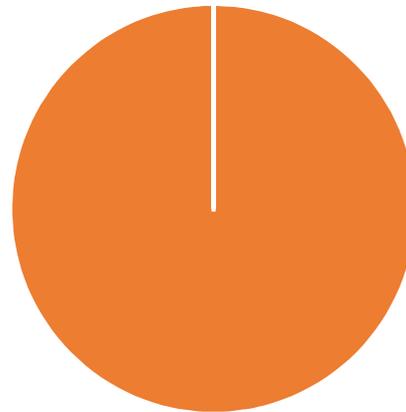
Improvements in doors opening at collection time?



■ Yes ■ No

RETURNING PARENTS - Have you seen improvements following the previous survey in sharing information on what your child is doing at The Lodge inc. more photos?

Improvements in information about what your child is doing?



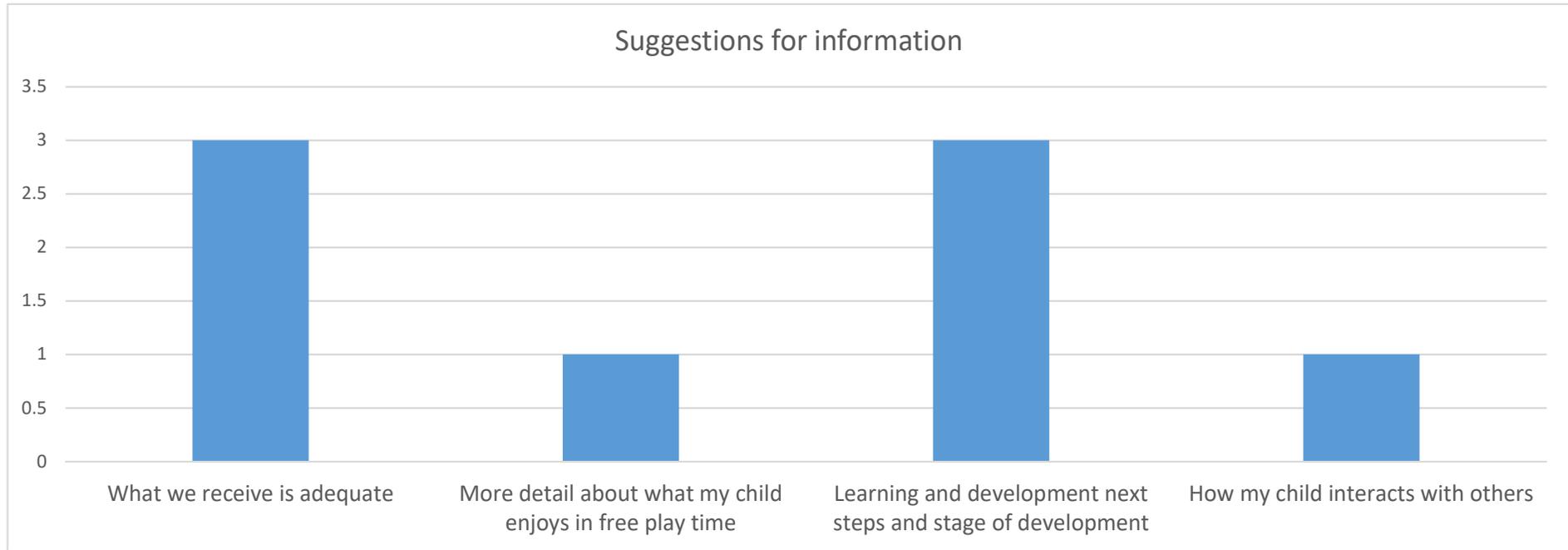
■ No comment ■ Yes ■ No

We are very pleased that parents feel more informed about what their child is doing at school. We wanted, however, to address some comments that stated that parents enjoy the group observations and photos but don't feel they receive individual observations.

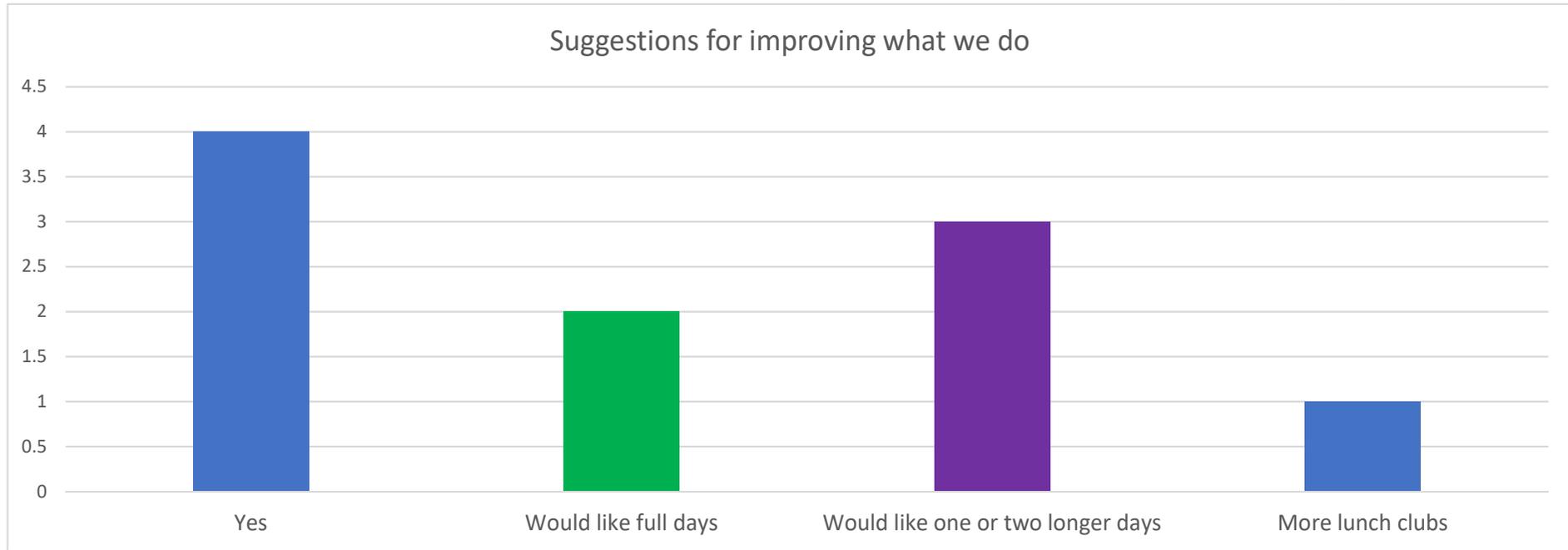
Everyday we post a group observation to provide information to parents and carers about what we are doing with their children. We think this provides a vital link between school and home and gives parents an invaluable opportunity to have conversations with children that are relevant to their learning. It is about linking home and school and providing opportunities for conversation and building on learning at home. The group observation is to give a flavour of what your children are experiencing and an overview. Every child will not be photographed everyday.

In addition every single child has at least two individual observations shared with parents/carers every half term. These individual observations are about key learning moments, what we call "wow moments" for your individual child. These observations are designed to share information about the next steps your child has achieved during each half term.

What sort of information would you like to hear about what your child does at preschool?



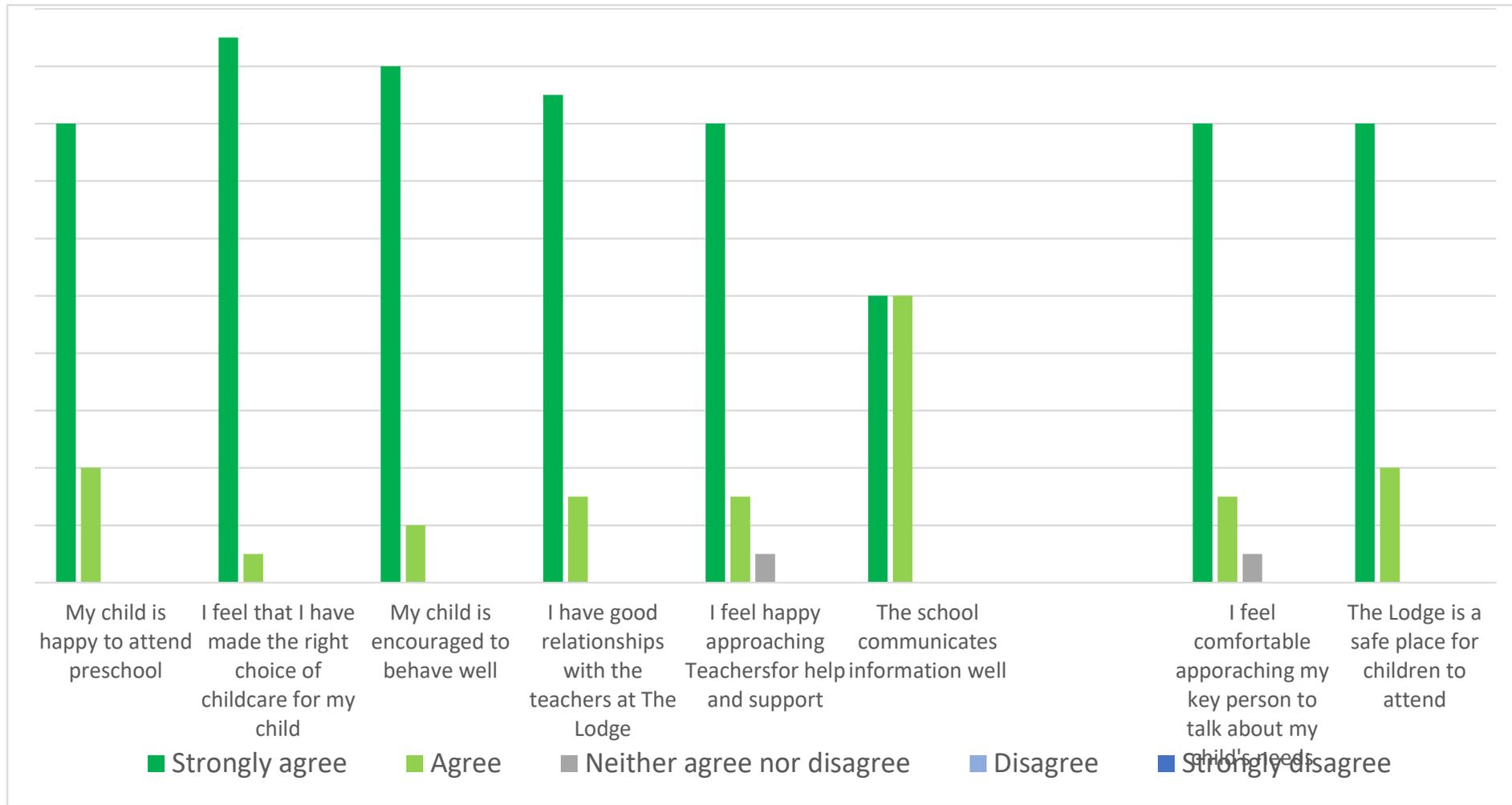
Are you happy with the routines your child follows and our hours of opening?



Unfortunately we are constrained by the availability of the Church and are not able to extend our hours at this time. We will keep this under review.

FEEDBACK RESULTS - Questions 1 - 8

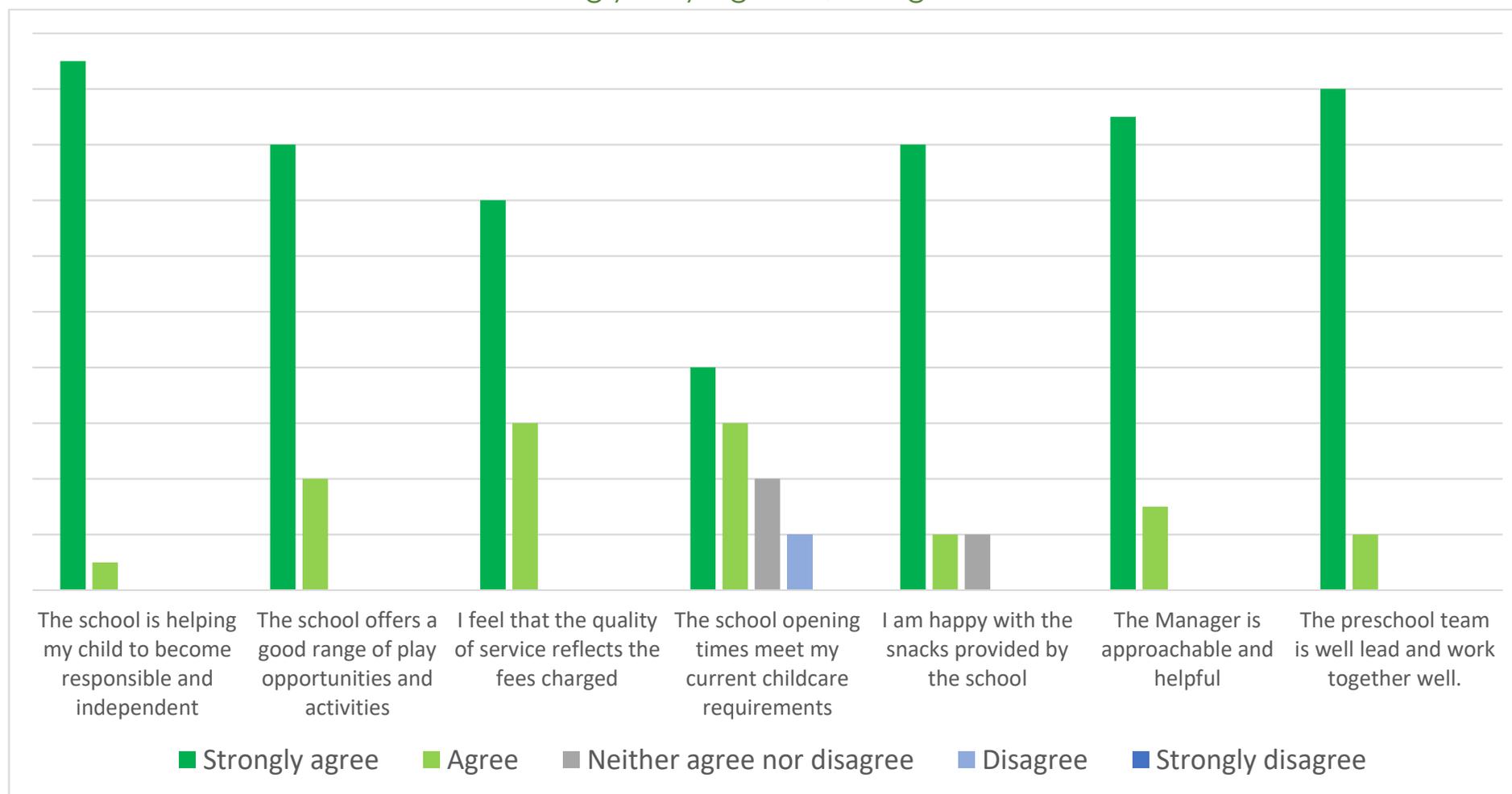
Parents chose how strongly they agreed / disagreed with each statement



We are delighted with the results that all of our respondents either agree or strongly agree that they and their children are happy, encouraged to behave well, that the Lodge is safe, communicates well and overall parents feel that they have good relationships with the teachers and have made the right choice by choosing The Lodge.

FEEDBACK RESULTS - Questions 9 - 15

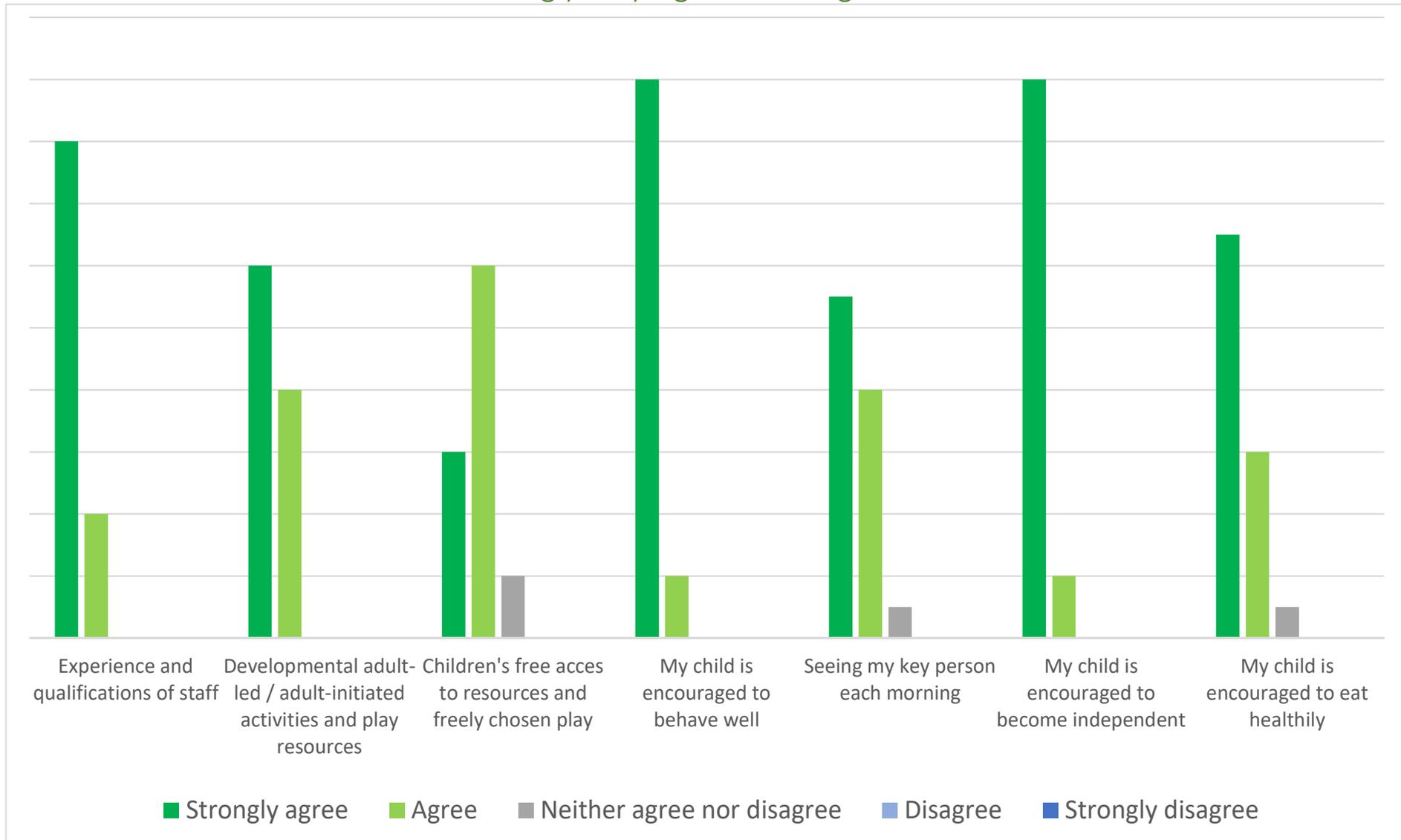
Parents chose how strongly they agreed / disagreed with each statement



We are pleased that all respondents agree or strongly agree that the school is supporting children's independence and offering a good range of play opportunities, activities and snack at fair fees. We are also pleased all respondents agreed or strongly agreed that the setting is well lead, the team work together well and the Manager is approachable and helpful. Some respondents would prefer us to offer additional opening hours - see question above.

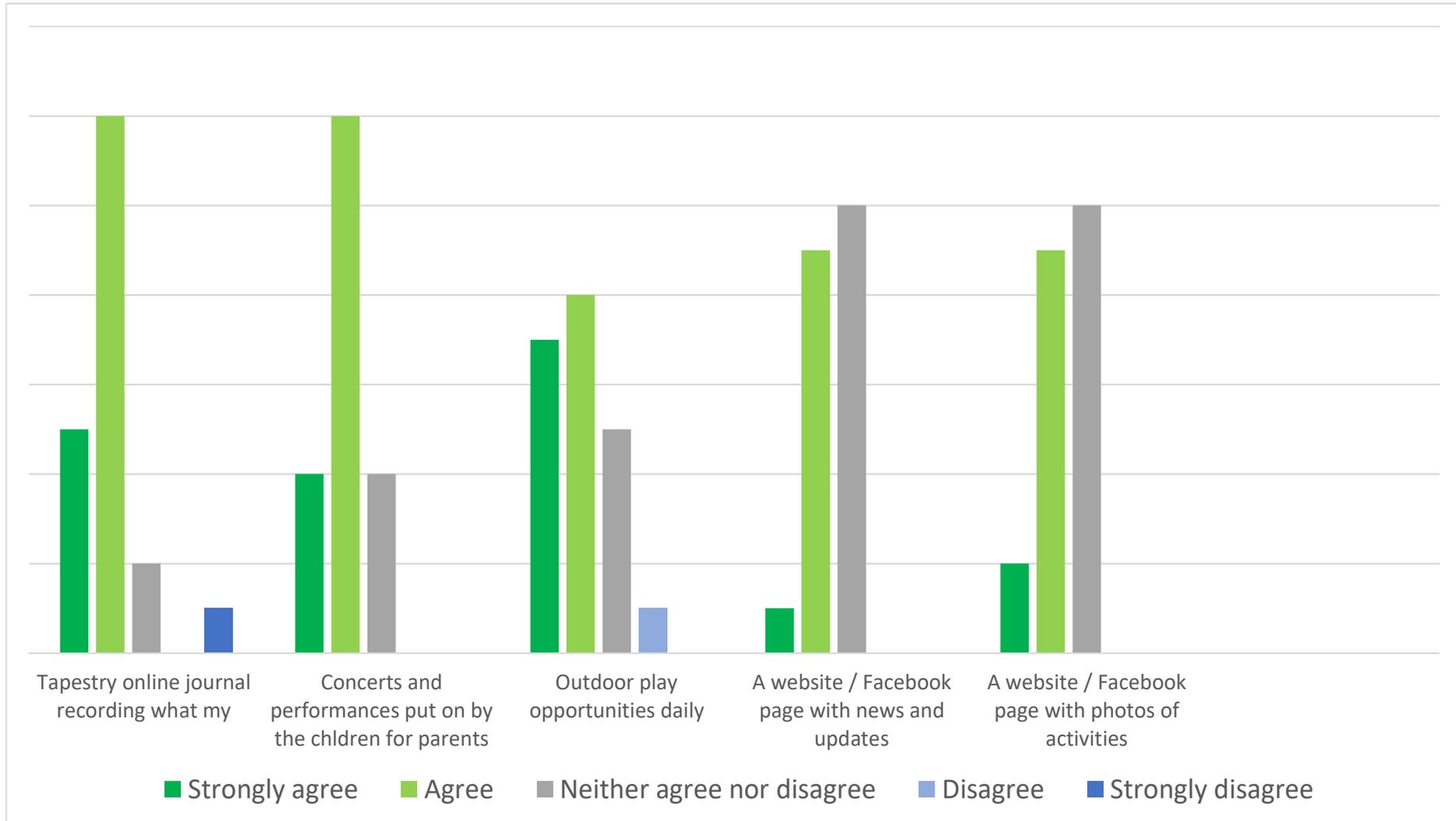
What was important about the Preschool Setting I choose for my child - Questions 1 - 7

Parents chose how strongly they agreed / disagreed with each statement



What was important about the Preschool Setting I choose for my child - Questions 8 - 13

Parents chose how strongly they agreed / disagreed with each statement



Other comments provided

Thank you very much! You all do such a fantastic job and we are truly grateful for that!
each morning knowing that she is safe and happy!

I am thrilled with The Lodge and my key person's support. My child has developed and changed so much, becoming much more independent, increasing his vocabulary, and always telling his brother "kind hands". His development is lovely to watch.

We feel like handing our child over to The Lodge each morning is just like handing to family. All of the staff are professional yet friendly and approachable. The venue is always safe, offering fun things each day. I love the structured approach to learning and feel that this helps my daughter to settle. My daughter has gained so much confidence already and always asks to go to nursery, even at the weekend. She speaks highly of her key person and she has definitely become a trusted person for my daughter. Keep up the excellent work!

I couldn't have sent my three children to a better setting. My older two transitioned beautifully into full time education thanks to The Lodge.

We have been very happy with our daughter at The Lodge. The staff and activities are excellent and it is fab to see what they get up to daily on Tapestry. Thank you for all the hard work and patience!

Thank you to all The Lodge staff you are fantastic and we fel so lucky to have found The Lodge!

The main strength of The Lodge is the wonderful experienced staff and I am delighted this hasn't changed.

We are so very grateful to The Lodge for the kindness shown to our son and the willingness to support him.

Other Constructive Feedback Points

Development points made

Comments asking about opening longer some days or for some lunch clubs. See above.

I very much enjoyed the Nativity being in the Church this year, but I do miss the 'Spring Song' concert, especially as I am hearing a lot of new songs coming home from my daughter.

Any chance of getting the carpet in the second hall replaced at some stage?

Not always enough time to talk to key person.

As well as fruit, perhaps do a carb snack to keep them going more?

Our responses

- The Christmas nativity and other opportunities to invite parents in are very valuable to teachers, children and parents. However, performances such as Christmas Nativity and Song Time, and other events such as sports day do involve huge amounts of preparation and more importantly a lot of time is spent by the children preparing and practicing for the occasion. This is a good experience for the children to have a couple of times a year but doing it more often means that children are tied up "rehearsing" at the expense of other important and enjoyable areas of our curriculum. For this reason we have decided to limit the number of "performances" in the best interests of the children.
- As you can imagine, the building maintenance and fittings are the responsibility of the Church. We would also liaise with them if we were concerned that there were issues with cleanliness or fit-for-purposesness of any aspect of the building.
- It is difficult for your child's key person to have more than a brief handover conversation in the morning as this takes them away from precious table-top time with their key children. Parents are reminded, however, that they can make an appointment to see their key person, or speak to them on the phone, at any time. Just ask the Setting Manager, Director or Key Person or email info@thelodgenurseryschool.co.uk and we will arrange a meeting asap, often the same day or within a day or two.
- We follow food standards for schools and fruit is recommended as a healthy and sufficient snack for children mid morning. With complicated food allergies and dietary requirements, we are not prepared to offer additional food types as a matter of course but we always consider individual requests if children have different needs.