



Annual parent/ carer questionnaire for Pegasus Academy Trust - Questions for THNS extracted



63 responses
40 responses in 2016

A BIG thank you to all parents and carers who completed our questionnaire this year. We beat our target and had more responses than last year! We've summarised the feedback and shared this with parents/ carers, staff and our Governors so that we can use your comments to make further developments at THNS.

Question or Statement	Agree	Strongly Agree
My child is happy and enjoys being at school	30%	68%
I am sure my child is safe at this school	33%	65%
I am satisfied with my child's academic progress	32%	67%
My child is taught well at this school	33%	63%
The school ensures that children are well behaved	40%	54%
The children from this school care for one another	59%	38%
The school is well led and managed	44%	54%
I feel comfortable approaching the school with questions or problems	40%	57%
The school keeps me well informed about how well my child is doing	33%	60%
I would recommend the school to another parent	32%	67%
As a parent I feel welcome at the school	30%	67%
I am always welcomed and treated politely by staff in the school office	24%	73%
If your child uses the breakfast or after school club please rate your experience here <small>(71% said their child doesn't use the service)</small>	3% <i>High quality provision</i>	24% <i>Mostly pleased</i>
The school keeps me well informed about events related to the school via newsletters, texts or the website	30%	63%
I know who parent governors are at the school <small>(50% said they didn't know the governors or have any understanding of what they do)</small>	24% <i>I know at least 1 of them</i>	25% <i>I know most of them</i>
I believe children from different backgrounds get on well together at this school	37%	59%

Here's just a selection of the many positive parent/carers comments and best things about our school

- *'My child is so happy to go to nursery every day and has made loads of progress since joining in September. We are so impressed, and she's done much better than she did at her previous nursery. We love all the staff, who are always there with a smile to offer help and advice.'*
- *'All staff are very welcoming and friendly and keep me informed of any problems, highs, lows and any achievements. I have been taking children there since 1993 and I have also recommended this nursery to others'*
- *'Staff are very organised, approachable and respond quickly to enquiries'*
- *'Very competent staff who are always there to help and who are happy to go above and beyond for the children and families. Great office team who lead the nursery well'*
- *'Loads of improvements at the school in the last year particularly communication on texts, letters and the website'*
- *'There's lots of great family support here and great management team and lovely staff'*
- *'There is good structure to the morning sessions at THNS and my 3yr old enjoys the range of structured and free flow activities'*
- *'The list of upcoming events on the end/beginning of term newsletter has been helpful in planning for the activities'*
- *'Excellent communication with parents so I always know what's going on, such as texts, posters, letters, tv screen dates and weekly noticeboard updated'*

Here's just a selection of the many positive parent/carers comments and best things about our school

- *'Provides an environment for children to learn new skills and have novel experiences e.g learning and looking after the chicks, learning numbers and words. Our keyworker is lovely and caring. She shows affection and has good understanding of the children'*
- *'The facilities for the children. The range of activities they have. It's not just about play but heavily focused on learning and preparing them for reception. My child loves it at this nursery school and really loves the keyworkers'*
- *'The staff who do so much to help the children learn to be independent. This is such an organised school and my family have been really impressed'*
- *'The building itself, outdoor area and different activities available are fantastic. Very impressed'*
- *'Leadership and care and attention to each pupil'*
- *'My child is happy and I can see a marked improvement academically'*
- *'Friendly staff willing to help in difficult situations in and outside school. Outside area is excellent'*
- *'Good keyworkers; lovely receptionist; fantastic outdoor space; good activities developing learning'*
- *'My child is always looking forward for next day to see her teacher'*
- *'There is a lot of diversity, children seem happy, staff seem happy, dedicated and passionate'*
- *'All the staff are very friendly, they answer my questions, activities are well organised, and my child is learning new things every day'*
- *'Staff are very creative with their teaching methods. They ensure that children are happy within their care & environment. This in my opinion encourages learning and widens a child's interests'*
- *'The friendliness of staff, vast variety of cultures and culture awareness, and the amount of mixed activities the children can play with'*
- *'They have a very happy environment, they greet and welcome all parents and always smiling'*
- *'Excellent childcare and the most amazing teachers I have ever come across!'*
- *'Everything is amazing at Thornton Heath Nursery and my child loves coming every morning. Thank you so much for all that you do!'*

Constructive parent suggestions, comments and 'what do we need to do to improve'

THNS response in blue

- *'Better communication and workshops that working parents, or parents with other school drop-offs, can attend'*
 - All events held at THNS are always publicised on the half-termly newsletter, on our TV screen in the entrance, on the 'What's on this week' board and on our website. The texts are usually a final reminder of what's coming up. We're going to run some of our parent/carers workshops in the summer term with different start times (e.g. mid-morning or early evening) and if these are well-attended then we will continue to do this in the future.
- *'Over-crowding in the entrance (too many prams) and it's very busy in the 3/4yr nursery at the beginning of sessions'*
 - We have a covered parking area for prams and scooters outside. We ask that only small babies who are sleeping are brought into nursery in prams and that small children who are awake are carried in, so that the foyer area does not become clogged with prams and cause a fire hazard. We also politely ask that parents leave as soon as their child is settled, so that the children have more space to play. We will also be opening up the outside area when children first come in, to provide more space and a calmer start at the beginning of each nursery session.
- *'Bring back After School Club'*
 - This provision has been running at a great financial loss for some time and due to the small number of children who attended, our After School Club was no longer financially viable. This was agreed by our Governors.
- *50% of parents said that they didn't know who our Parent Governors were*
 - We have a Governor photo board in our main reception area and they are invited to events throughout the academic year, particularly Keyworker Week, where many of you will have spoken to them before. We will endeavour to raise the profile of our Governors at THNS next academic year.
- *'Providing a hot meal at breakfast club and lunchtime'*
 - Unfortunately we do not have available staff, time and funding to provide a hot meal for children at breakfast or lunchtimes. During each session, children have 'snack time' which often is related to a theme of learning in our nursery (e.g. eating noodles during Chinese New Year).
- *'Children aren't always appropriately dressed for being outside, or change themselves'*
 - Part of the Early Years Curriculum is for children to develop independence so we expect them to manage their own clothes, such as when going to the toilet or putting their coat on. Staff will help children when there is a need to do so. None of our children are allowed outside without wearing a coat, if it's cold weather. We ask that parents ensure their child wears appropriate clothing for the weather and that fastenings, zips, shoe ties etc are easy for the child to manage themselves.

