



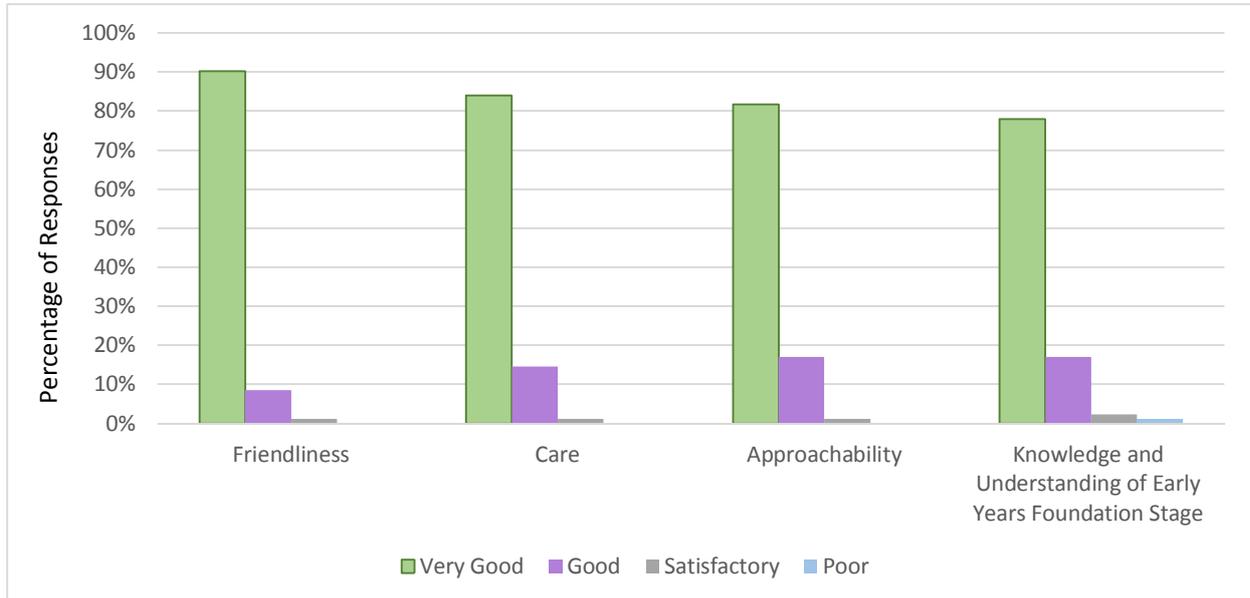
August 2018 Customer Survey Report

Striving for the best outcomes for your children

Thank you very much indeed for taking the time to send us your completed surveys. We want to provide the best care possible for the children in our settings. By reflecting on the services we provide we aim to maintain and continually improve the quality of our practice. Your views are therefore very important to us.

As always, we have aggregated the scores from all 4 settings, so throughout this report we have included representative comments from your surveys, both positive and critical, together with other comments which raise important issues for us all to consider. In addition to this summary report for parents, each setting manager gets their own report, which includes every comment made by a parent/carer using their setting, so that they can address every issue raised by them.

1. STAFF



Your comments:

- The staff are always helpful and available to discuss queries. The carer always knows what our child has been doing during the day and adding particular story/event details.
- The staff have always been very helpful and accommodating
- I find all staff members to be very caring and excellent at what they do. I have every confidence in them, which is very reassuring to me.

- Staff are your biggest asset! They care about your children and it shows! They are always happy and even when I have called in when a child in the nursery is having a "difficult moment be it a tantrum, upset due to an accident or misbehaving", they are always caring in their approach, speaking respectfully to the child, while still keeping control of the situation - this is so hard to do with 2 children at home let alone a higher number.
- Love all the staff at Smiles. Really, really lovely team.
- Love all the girls. T loves going to nursery, we never have issues leaving him.
- Happy with nursery. Staff are lovely.
- Excellent staff, cannot fault them.
- Every single member of staff greets you and baby in the morning when they see you no matter what their job/position. It's such a friendly place, lovely!
- Lots of activities set up daily and I love that they spend a lot of time out in the beautiful gardens. Overall 10/10 & I'd recommend to all my friends.
- My daughter loves coming to the out of school club.
- My little one loves coming to St Barts House. He loves all the fun opportunities for learning and exploring. He has also enjoyed the new ballet lessons.
- A and D have consistently worked hard to give the children a calm, happy and nurturing environment. I cannot think of a way that our child could be supported or stimulated better than he is.
- We have been delighted with level of care and support our child has received at St Bart's House. They are always welcoming, accommodating and knowledgeable about our son's learning. We couldn't ask for a better level of care.
- All the staff at St Barts are excellent at what they do and they are kind. I am feel very relaxed leaving my child in their care.

Our response: There were absolutely no negative comments at all to these questions and we haven't actually included many of them because they were full of similar praise. All aspects of staff care are rated as very good. Knowledge and understanding of the EYFS has stayed steady with 98% of parents thinking this was good or very good. Our staff work very hard to ensure the best outcomes for children and this is reflected in the survey.

However, we must not be complacent and we place great store in monitoring and mentoring our staff to improve everything we do.

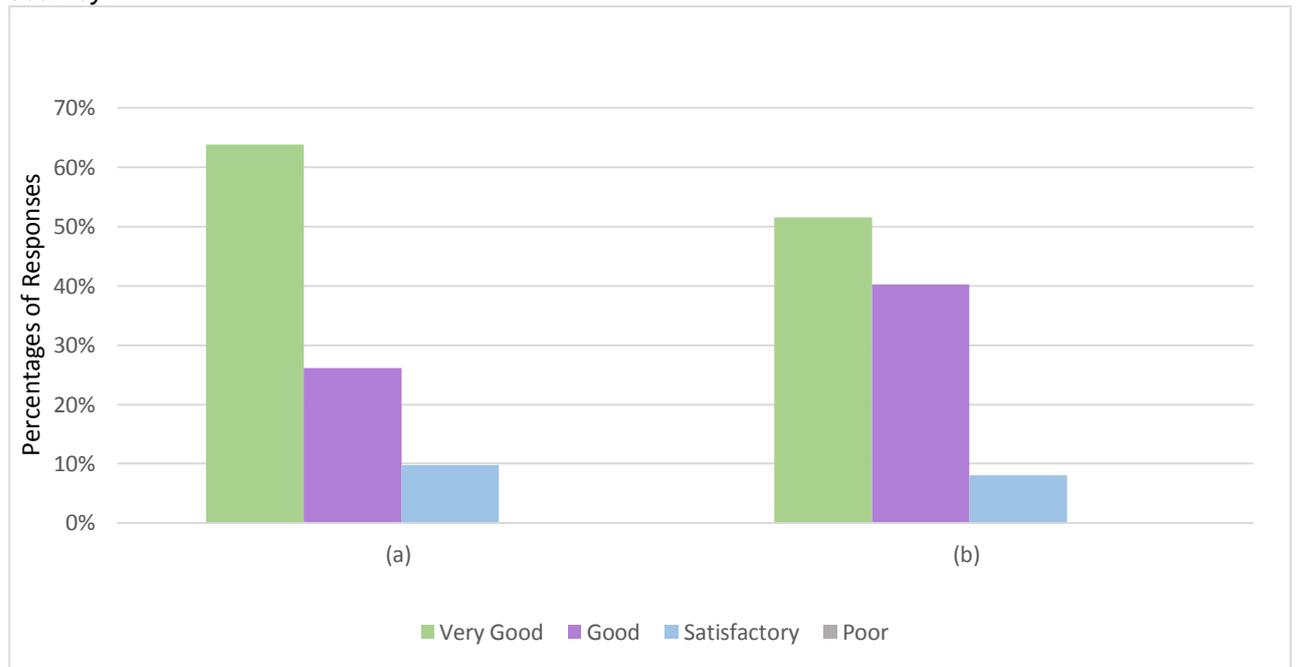
Actions:

- I. Continue with our training and development programme, aiming to go back to basics again covering the EYFS in detail, questioning, teaching and learning, using tuff trays, deconstructed role play, daily feedback, observations, tracking children's progress through learning journeys, next steps etc.
- II. Continue to identify opportunities for external training to bring fresh ideas back to everyone.

2. CHILDREN'S PROGRESS AND DEVELOPMENT

- (a) *To what extent has your child's Progress Record and Learning Journey helped you to find out about his/her progress and development?*

(b) To what extent have you been able to contribute to your child's Progress Record and Learning Journey?



Your comments:

- Nice to read about my child's development at this setting.
- The monthly reports and photos are great, and the regular parents' evenings help to build a connection with my child's progress. In addition, daily conversations help support this.
- The combination of tracking and general comments is very useful.
- The emails were very good at the start. But I haven't received any for a while now.
- I haven't received a learning journey for a little while now but when I did it was always lovely to see the pictures and observations.
- It's difficult to find time to write things down but the staff are always interested to know what the boys have been up to at home.
- I love my son's progress reports and his parents' evening.
- Not sure that I've been asked to contribute to the learning journey?
- I have found having my child at St Bart's has helped me at home target my son's learning. I am also able to give feedback to them, this two way communication has really made a difference. I love the learning journey and look forward to receiving it every month.
- We are always kept informed of our child's progress and regularly invited to add our own observations and comments.

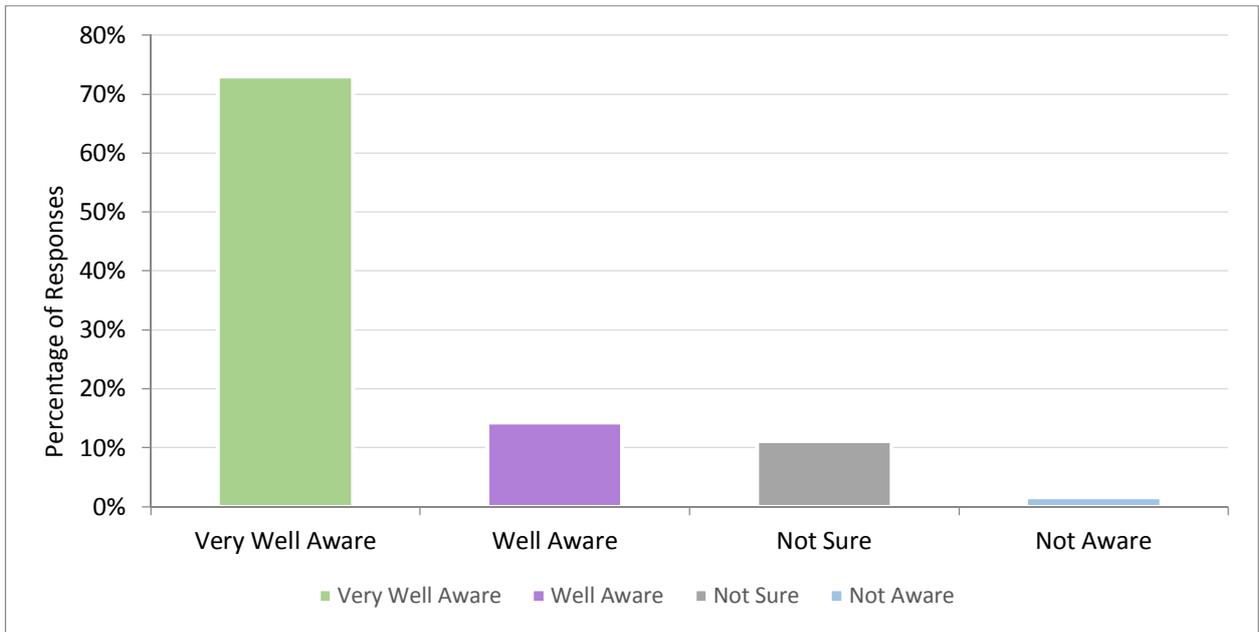
Our response: These responses show that this is the area we need to improve the most. Since last year's survey our performance in sending out learning journeys has not been very good. It has been erratic and tardy. This is apparent from some of the comments we have received. We have also seen a 20% decline in parents contributing to learning journeys. This is something we need to radically improve over the next few months.

Action:

This area of our service presents us with the biggest challenge for improvement.

- I. Disseminate our new training and development programme going forward to include sessions on observations, next steps and tracking children's progress, as a priority.
- II. Ensure that parents are aware that room leaders and managers are responsible for ensuring that learning journeys are of good quality and are sent out once a month.
- III. Encourage parents to be vocal if they do not receive learning journeys every month.
- IV. Ensure that the Director of Care oversees and monitors these developments to improve quality and timeliness, as well as the checking the links to children's next steps and progress against the EYFS for their age group.

3. ARE YOU AWARE OF CHILDREN'S PROGRESS THROUGH DISCUSSIONS WITH STAFF?

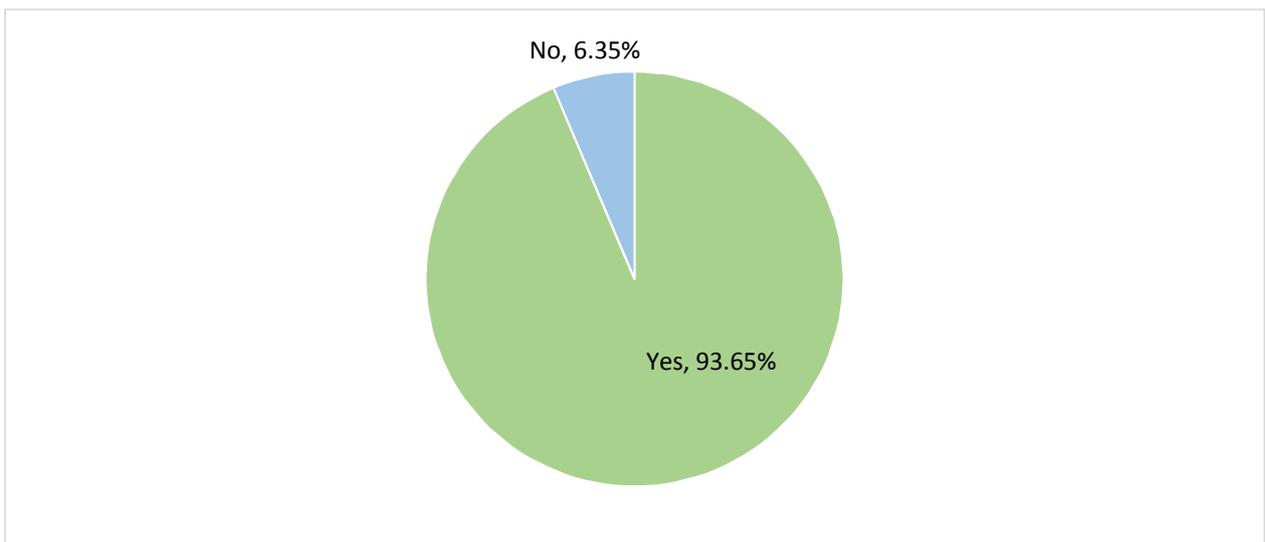


Our response: The percentage of parents who are very well aware has increased by 20% this year from 50% to 70% which is good news. However, there are still too many parents who are not sure.

Action:

- I. Improve the quality of daily feedback through our training programme and by room leaders monitoring the development of this strategy to ensure it actually happens.
- II. Work towards eliminating the not sure responses by encouraging all parents to attend parents evening. We need to aim for 75% attendance in the first instance by chasing up and making appointments for parents. Better publicity will also help.

4. HAS THIS HELPED YOU TO LEARN MORE ABOUT YOUR CHILD'S PROGRESS?



Your comments:

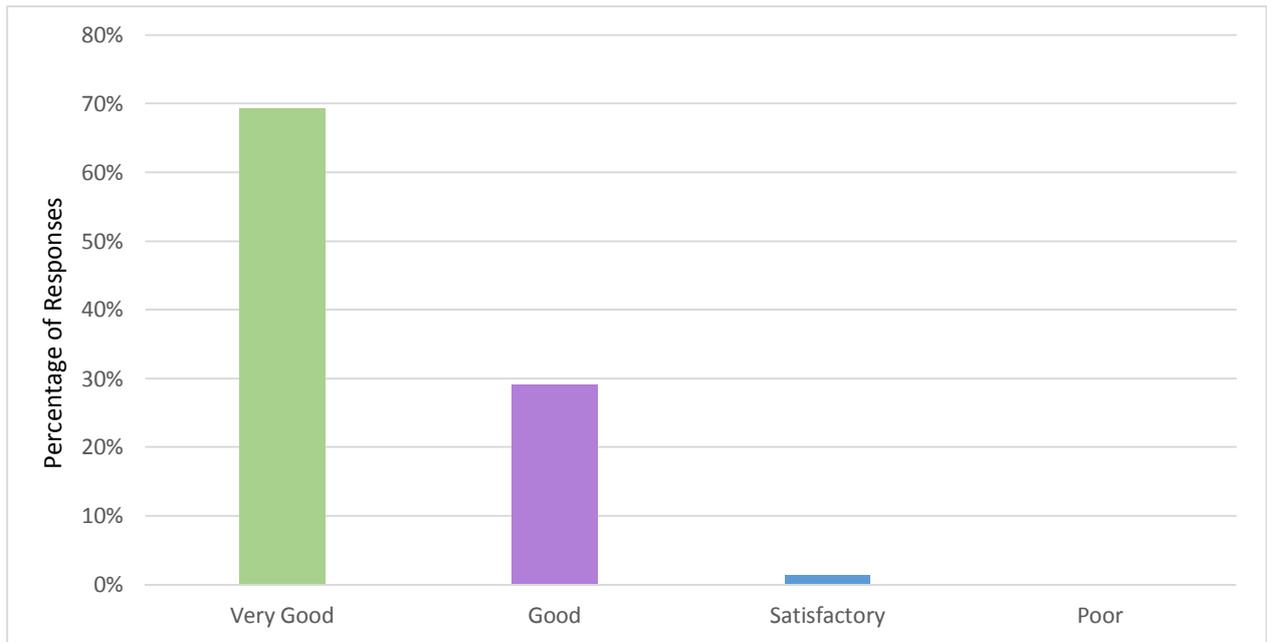
- Aware of individual tracking but not of group tracking.
- The observations are good and help to see whether he is developing as expected.
- I feel the feedback given to me by your staff is great and the daily updates at the end of the day are really good for finding out what my little one has been up to throughout the day.
- I assume you mean the document saying what age stage my child is at for each of the EYFS targets? Although he only attends twice a week it helps me understand where he is in comparison to his peers and where you and we need to place more focus.
- Often don't have time to read my child's book it would be nice verbally to know "oh they did a big thing today they..." This does happen frequently though.
- Converting to digital daily recording of events and progress including feeding, changes and sleep. This could be via a St Bart's app for example and remove the blue hand written book and monthly word documents for progress reports.
- More regular monthly updates.
- I think a voluntary workshop for parents that aren't aware of the system would be great idea- so they are able to follow it properly and understand the benefits.
- It's good to know that all aspects of the children are considered and also that it's in relation to their age.
- The parents evenings were brilliant, maybe more of them? I realise that this puts a workload burden on you so it's a tentative suggestion!
- I can't fault the system.
- It could be sent out a little more regularly.
- We love to see the photos of our child in the updates emailed out. We feel that the constant communication from the nursery is so beneficial.

Our response: These results show that we have improved by almost 20% on last year. While we are therefore getting better we can still do more. There are still too many instances of staff not feeding back on a daily basis about progress and activities. We had a lot more comments this year than previously and we have quoted just a few.

Action:

- I. We loved the idea of a workshop for parents on learning journeys, tracking etc. and propose to hold one in each setting in the autumn term.
- II. Ensure our training programme includes feedback as well as putting into place effective monitoring of this.
- III. Ensure staff have sufficient time to enter their observations on the tracking system and understand clearly the importance for children's next steps.

5. ACTIVITIES



Your comments:

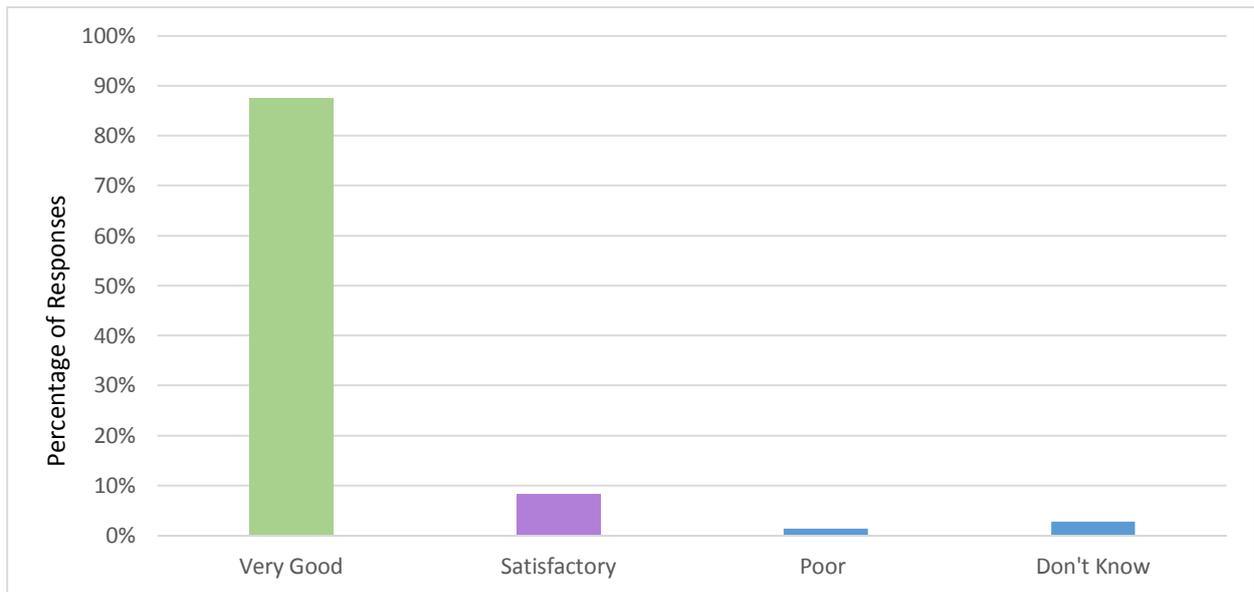
- Nursery - walk to town to see the ducks, to the house to do ballet class. OOSC - trip to cinema, to Deal.
- They have so many led and self-led activities, he is always happy at the end of the day.
- Kids don't go out much with carers, I would recommend to take kids outside more often.
- I think the activities are great. He is exposed to a different range of activities than he is at home, which I think is valuable.
- I only say good as my children have missed out on recent trips at holiday club as there have been no trips on the days they have attended.
- He is normally sad when I drop him off but often doesn't want to leave when I come to pick him up because he has had such a good time.
- An outside trip with her friends.
- They love the little trips in to town and really enjoy the special days where they come together as a whole nursery.
- Really impressed that they take the children out of their usual environment to experience things like feeding the ducks, going to the local field or shops etc.
- Love the little outings and having teachers come in (music, ballet etc.).
- Always different activities each day and a variety of choice.
- He comes home covered in mud and dirt and we know he's had a good day!
- I love seeing pictures of the activities my child gets up to and I also love when he comes home with paintings or things he has made.

Our response: The responses on activities have only one parent recording %satisfactory+- 98% think that activities are good or very good. This is a 25% improvement on last year. We do have trips to parks, the beach huts in Margate and Ramsgate, Tiny Tribes Forest School and the Thanet Coast Project to name but a few of those we have run this year. We have also recently introduced ballet classes for pre-school children and of course we still have weekly music classes with Robyn. We had a couple of comments about trips at the holiday clubs. We always run at least one a week and the places are filled on a first come first served basis. We also vary the days of the week that we offer these.

Actions:

- I. Continue to ensure that all parents are aware of trips that are offered.
- II. Continue to use our training sessions to introduce new ideas for activities and trips out.
- III. Use our outside space more effectively.

6. KEY CARERS



Your comments:

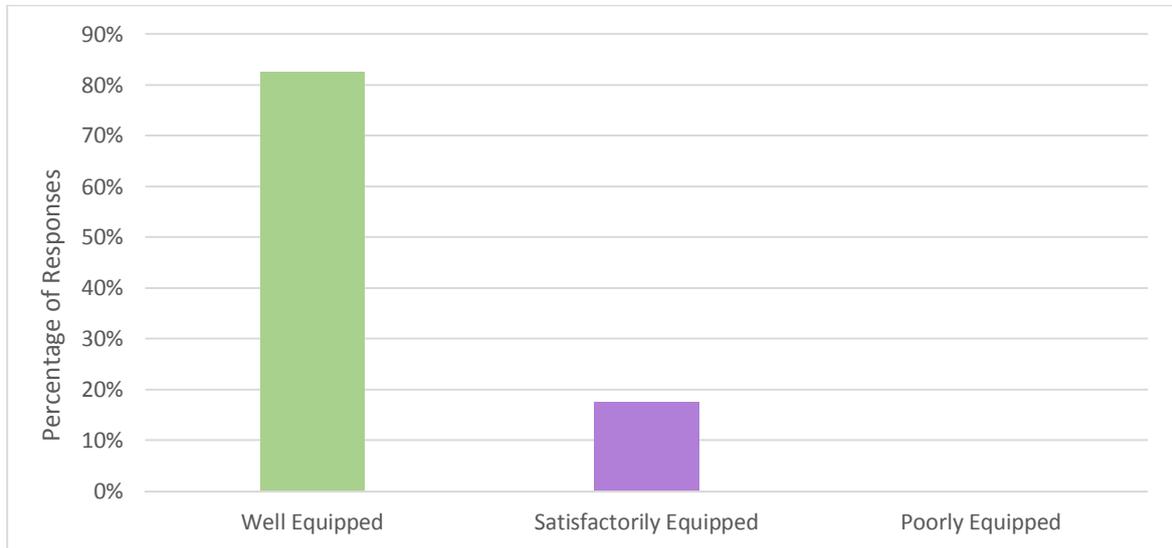
- In general very good to excellent. On a few occasions some carers have little to say about our child at the nursery and carer not dynamic.
- He has always got on well with this key carer and they know a lot about him.
- I think the key carer system is good, however, I think all staff equally care for and build a relationship with my child. I like that he is able to interact with multiple carers, as he is very social and thrives on these interactions.
- The key carer has a lovely relationship and know my children well, however it's really a group effort at the nursery as all staff know the children so well and their little quirks!
- They always know when to query his emotions or state of mind during the day.
- S knows L very well already and she always takes the time to settle him into the room when upset. She has met his needs and he is very fond of her.
- Our child has had 3 Key carers in 8 months so I am impressed with what each one picks up but I know that no one really knows our child that well.
- I don't know if my daughter has a key carer but relationships with all staff is good.
- I've heard that E loves M! She always gets very excited when we talk about the staff she's going to see that day!
- K has been amazing with S and she looks forward to seeing her at school.
- Again, I cannot fault any of the staff, but having talked with A and P at parent's evenings, their knowledge and relationship with O is first class.
- Both children have a lovely bond with their key carers.
- It is comforting as a parent that my daughter's carers know her inside out.
- I don't know who my daughter's key carer is.
- My child loves his key carer which really means the world to me. Knowing he is comfortable and happy in this environment gives me confidence.

Our response: The responses on key carers show an improvement from 75% to 88% which is good. The poor rating refers to one parent as does the 'don't know' response. Those thinking this aspect of our provision is just satisfactory has fallen. Some changes to key carer provision are unavoidable because, as with any business, staff go on maternity leave (last year we had 4 staff on maternity leave) or leave the company. We try our best to avoid this but given the nature of the business our staff turnover is very low. Indeed three staff left last year and all came back to us.

Action:

- I. Ensure that all parents know who their key carer is. Managers and room leaders need to work hard to ensure this is happening by checking with parents on a regular basis that they know who their key carer is.
- II. Avoid changes of key carers as much as this is possible.

7. RESOURCES



Your comments:

- Nursery - well equipped. OOSC - could have mud kitchen, a swing, a slide.
- I think the nursery is well equipped. Although, I am interested to see how the garden spaces function once the Firs and House are combined. My child loves being outdoors, so I hope the different groups don't find it too limiting.
- Would be good to see the yard out the back of St Bart's house developed a bit more for the children than just laid to flag stones. It's a handy, good size space to have them outside in addition to the front outdoor space but would be good to improve this space if possible with equipment etc.
- Lots of things for the children to do indoors as well as out.

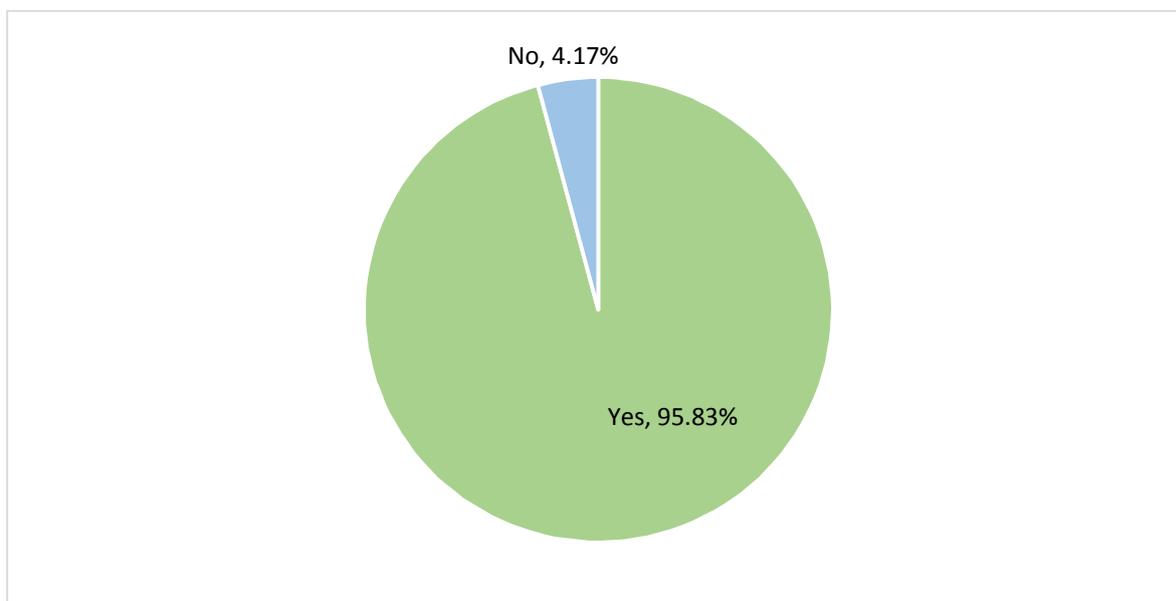
Our response: These responses are almost identical to last year's. We have worked hard in the last six months to improve our facilities and our indoor and outside spaces.

Action:

- I. Continue to review and replace/add to our resources using natural materials where possible.

8. MEALS

- a. Have you been happy with the meals and snacks we offer?
- b. Is there anything you would like to suggest?



Your comments:

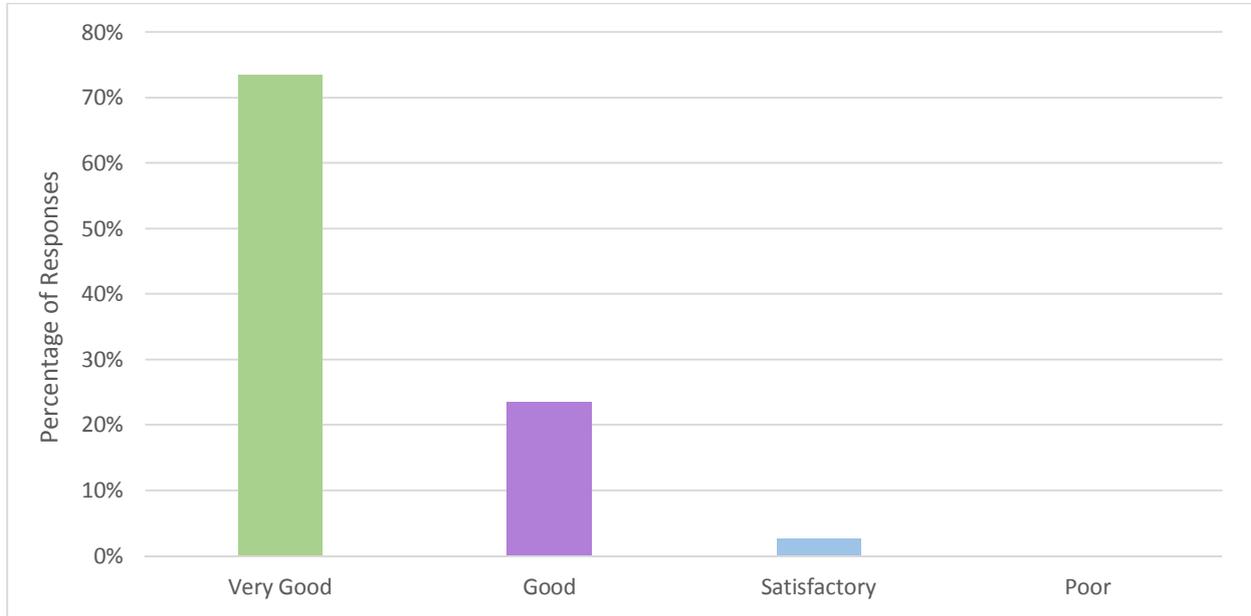
- More fruits rather than too many cheese and biscuits (nursery).
- I have specifically requested to not give my child foods with added sugar, and the staff are fairly good at following this. My personal thoughts would be to remove these foods from the menus altogether, so that parents can control any treats they want their children to be exposed to outside of nursery.
- Offer the younger children more water, my child comes home from nursery so thirsty and demolishes a tippie cup full of water in one go! I have mentioned this but we still have the thirst to quench when we get home. This is not like any other non-nursery day.
- It seems trivial but I think more children would eat fruit if it was cut up for them. I think they are more likely to have an orange if it's cut up into quarters. It does mean managing this so that there is not as much waste.
- More fruits / crudités for snack.
- Such a wide range of foods given.
- I am told that my child always eats her dinner and maybe more!
- My son is such a better eater since being at nursery, no doubt in part to great food!
- They go out of their way to provide food for my daughter who is intolerant to certain foods. Leah is lovely.
- Fewer puddings and cakes to maintain efforts at home toward healthier eating.
- Yes, great variety.
- We have been delighted that our daughter's dietary needs have always been taken into consideration - and that she has never been made to feel different to the other children because of this.
- My daughter is a fussy eater and often does not eat the food, although I like the fact she is encouraged by the staff to at least try new dishes.
- When picking my little one up he is still quite hungry.
- I wish I could cook to this standard.
- The nursery have been so helpful in accommodating a gluten free diet.

Our response: The responses to these questions were very positive with only 4% (2 families) not really loving our food. We note that a couple of responses refer to snacks which do vary from day to day and comprise different vegetable crudites, fruits, bread sticks, cheese, crackers etc. One comment refers to the fruit not being cut up, yet we do this for smaller children. However older children are encouraged to peel and cut up their own fruit and vegetables in order to promote independence and readiness for school.

Actions:

- I. Continue to review the content of snacks and the menus.

9. CLEANLINESS AND HYGIENE



Your comments:

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- PLEASE DO NOT USE FLANNELS! I wrote to inform of my eldest child contracting 'water warts' when he was in his final year of nursery with you and had no reply. The doctor informed me it is highly contagious and spread via towels, sponges and flannels. My child did not have these before nursery, they can take up to 5 years to go and are itchy, painful and unsightly.
- The Firs always looks & smells clean when you enter.
- The rooms always look spotless every morning - I feel happy knowing my son will be well looked after in a clean and friendly environment.

Our response: We have improved this rating a little but you can be assured that senior management monitor and check cleanliness in all areas of the nursery on a regular basis.

We noted the comments on flannels because it is important to realise that our flannels are for single use for a single child only. We have never used the same flannel for different children. Each flannel is used only once for each child and then machine washed in hot water. Paper towels are also only used once, for a single child.

Actions:

- I. Senior team to continue to monitor and check cleanliness and hygiene each day.

10. WHAT HAS PLEASED YOU MOST ABOUT ST BART'S?

Your comments:

- The staff have always been very professional, approachable, always available to discuss issues or comment.
- The friendly staff, always helped with dropping him off and making him enjoy his time there.
- Caring and friendliness.
- The friendly and caring staff.

- The small amount of children in each room.
- The staff's rapport with children.
- The care from your staff and owners.
- The staff at St. Barts are friendly and I feel very confident leaving my child with them.
- The staff
- The care my son gets is exemplary, much better than at other childcare providers I have seen.
- Food. Trips. Making friends.
- The family feel and enthusiasm for creative learning! B has loved his time here and I never worried about him having a great day.
- The support from staff has been amazing.
- I am very happy with my child's progress and hope this continues.
- Friendly staff. Activities laid out in the morning so children are interested in what they would be doing.
- Care given by key workers and daily update on how the day has gone is excellent. We also appreciate the effort that goes in to the learning journey documentation.
- Friendly staff, children being able to go into the garden whenever they need to, my children have both been very happy there, we felt our children were safe, everyone knows them and we all feel welcome.
- Friendly and caring staff.
- Familiarity with staff over the years.
- How patient they have been with my daughter and helped her to feel comfortable and happy.
- P has been truly amazing. Could not have asked for a better carer. We and A will miss her in September when she moves classes.
- Willing to help.
- Relaxed friendly atmosphere.
- The friendly staff welcoming you every morning, how confident they were about her being able to nap there (never slept in a cot previously) and she slept the first day!, the wide variety of food and activities, being supportive of using the cloth nappies.
- Everything.
- The amount of support that H has and the attention he receives. H has come on leaps and bounds and has built a fantastic friendship group and support network where he wants to come to each and every day.
- The welcoming friendly caring staff and homely feeling of the nursery.
- Friendliness of staff.
- The friendly manner of all the staff, everyone knows who T is and he is happy with any of the staff.
- Friendly and understanding staff.
- That the staff are amazing and my child enjoys going there.
- My little girl's confidence has grown and very happy.
- Caring responsive staff.
- The number of staff members that have taken the time to know our daughter has been a joy.
- The level of care and support tailored to each child's individual needs. I always know my girls will be looked after to the highest standard.
- The care and attention of staff and the wonderful setting with lots of garden space.
- Good relationships built with not just her key carer.
- The care and consideration from all staff is fabulous & I love the friendly atmosphere.
- How friendly and approachable everyone is, that the staff really care about the children and also help them to make good decisions.
- O's development is coming on incredibly well since being at nursery.
- Good meal, opening and closing time.
- Staff knowledge and organisational skills.
- The continuity of staff, how all staff know my children and genuinely care for them.
- How happy own child is and how friendly the staff are.
- The excellent staff, enriching experience and the outdoor space.
- The easiness and flexibility of the childcare provided.
- All the learning opportunities my little one has had.
- The learning facilities for children and open variety of opportunities to for play to be a form of education for children (for example planting seeds etc.).
- The learning journal.
- Extremely friendly, happy staff.
- The relationship my son has built up with the staff and other children.
- The whole package.
- How wonderful all of the staff are. Environment that I leave my son is just amazing. I have full confidence that he is being well looked after. Not once have I had to worry about anything.
- The extra care. For example running until 6.30 and opening at 7.30 have given us a chance to get work out of the way, so when we pick up N we can concentrate on him for the evening.
- That my kids are always happy when they come home after having an enjoyable day.
- The staff and meals.
- Overall everything but seeing my very shy reserved little girl's confidence grown massively. Very proud how much she has come along all thanks to St Barts.

- Communication from them about my child's day and the pictures with the learning journey. Also the staff are always kind and helpful.
- Both my children have flourished during their time at nursery.
- The warm caring nature of the staff. They clearly know our son and engage with him on all levels -this has pushed on his development.
- Progress with learning and general knowledge that the children have been given. Good relationships all round.

Our response: Thank you for these amazing comments. We have passed these to our teams. We wholeheartedly agree that our staff are our greatest asset.

11. WHAT DO YOU THINK IS OUR BIGGEST OPPORTUNITY FOR IMPROVEMENT?

Your comments:

- When change are required or happened, notice the parents with enough notice. Keep parents aware of key carer (email, text, letter/ instead of parent trying to find out; as well if carers are leaving.
- Parent access to the observations and next steps etc.
- The only improvement I can suggest is a more robust system of getting back to us after we have request extra days or information. I appreciate that our children must keep you busy but a quicker response to availability of spaces would be good, even if the answer is a "we are full up". I also appreciate that these requests are often last minute so this is not a major gripe.
- Air conditioning perhaps, it is very hot and stuffy in some of the rooms at the moment.
- Hard to say as you are moving to a new venue.
- Increase time and availability in the house to go into the outside areas very limited for the amount of children there. Especially if you have children who love the outside.
- Can't think of any.
- I know space is limited but more outdoor activities equipment if possible - even some monkey bars etc. would be good.
- No suggestion as pleased with everything.
- Outdoor spaces.
- Being able to access info about for development more regularly than a monthly pdf would be helpful.
- Unsure as very pleased with all areas.
- Install aircon in the classrooms.
- Children to have the opportunity to help prepare the afternoon meal.
- The records for learning journeys. Tapestry is a great resource for care providers and parents as it allows parents to upload photos and videos too.
- Contact, sometimes the only info given is the termly update. Not much info and reminders for things like parents evenings.
- Can't think of any.
- None I can see.
- I can't think of anything.
- Maybe put the more active older groups downstairs where they have easier access to the garden? I imagine getting a whole group down the stairs and out must be quite hard for the carers.
- I can't think of anything.

Our response: Many of the points made in this section have been raised and responded to elsewhere. However, we welcome the opportunities presented by these comments and we are looking to improve on the criticisms. We do not have air conditioning simply due to the expense and because usually the weather is not quite so hot.

Children do help prepare snacks and help with making wraps, tacos etc. on a regular basis.

Actions:

- I. Timely and quality learning journeys.
- II. Better communication with parents.
- III. Encouraging parents to follow us on Facebook and Twitter where we try to keep them informed.

12. ARE THERE ANY OTHER SUGGESTIONS/COMMENTS YOU WOULD LIKE TO MAKE?

Your comments:

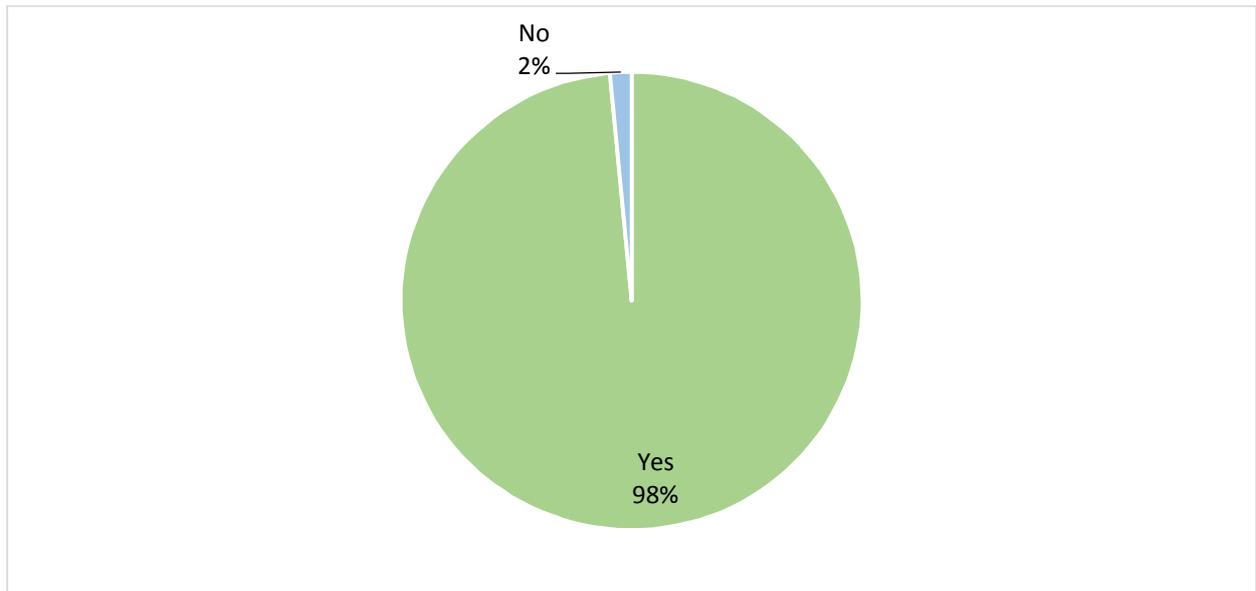
- None
- I love sending A to St Bartø and she loves going there, Thank you to all the staff there for making her early years such fun. Keep up the good work!
- I am very pleased with the warm and happy atmosphere that my child has experienced.
- St Bartø has been a rock for me and my family. They have gone above and beyond and been helpful and supportive.
- Just to say Thank you
- n/a
- More excursions
- No, we just love St Bartø! ☺
- I can't thank you enough for the support that you guys have provided us both
- Very sad The Firs is closing but looking forward to moving to The House.
- My daughter has been very happy at nursery
- none
- N/a
- None - just to thank the staff for everything they do for my girls
- Overall I am happy and I would highly recommend to all friends and family. And have done so.
- Considering the amount of work that has been going on it doesn't feel that the boys have noticed any disruption
- Stay awesome folks, I couldn't be more happy O's with you.
- My daughter really enjoys the cooking they can do. Cold food (sandwiches/sausage rolls) offered instead of cooked meal in evening.
- The staff and management have catered my individual needs with regards to childcare and nursery sessions and I feel this is a service which has made life much easier and am grateful for this.
- Not at this point
- With the new changes to the nursery/merger just don't lose what you have and how it works as the St Bartø is now.
- Just keep doing what you do. I'm not sure that we have expressed our appreciation enough, but we have many friends whose lives are a greater struggle because they lack the excellent support that you provide.
- none
- Overall I couldn't be happier with St Bartø. It's such a nerve wracking thing to return to work and leave your child in a strange location but all the staff at St Bartø have really made this so much easier. I know my little boy is well looked after and loved by the staff which makes it all so much easier. Thank you.
- Thank-you so much for looking after our son so well!

Our response: Thank you so much for all your positive comments. However, we did have one family who were concerned about the height of the wall/fence at the end of the garden at St Bartø House. They were concerned that children could be at risk in this space. The fence and wall combined are 158 cm from the garden side which is similar to the heights of the fences at the local schools. When children are in the garden, at whatever time of day, we are ensuring that a member of staff is located at the rear of the space to strengthen security further. We have been at this setting for almost 20 years and in this period we have never had a safeguarding incident in the garden space. Indeed it was only in 2016 that we added the fence to the top of the wall. We will however continue to risk assess this boundary.

Actions:

- I. Continue to risk assess and monitor the use of the garden at the front of St Bartø House.

13. WOULD YOU RECOMMEND US TO YOUR FRIENDS/COLLEAGUES?



Finally, we appreciate your views and comments and the time and effort you have put into this survey. These will be incredibly helpful in improving our practice and informing our self-assessment and action plans. This in turn helps us to improve the outcomes for your children.

Liz Norris
Managing Director

Charlotte Roberts
Director of Care and Education

Erica Butler
Director of Operations