

Parent induction feedback – Autumn 2022



- Total responses of 42% from across the school, with the highest responses coming from the 2-3s
- 100% of families agreed that the information they received prior to starting, along with the Open Days and Home Visits were all a positive experience for them and their child.
- 3 families in the 3-5s did not find the settling in process worked for them – see pages 3 and 4.
- 100% of families found the Autumn term parent meeting useful to understand their child's progress and next steps
- 3 families did not find the new booking system on Teachers 2 Parents easy to use – see page 5



Settling in – some positive comments

“All the members of staff are amazing and show that they really care. Reassured us that our daughter is doing great. Always happy to offer advise and support”.

“I personally found the settling in period very suited to mine and my daughters needs. Being a nursery nurse myself I found it very difficult to find a setting which I felt completely comfortable with. Dorking Nursery School exceeded my expectations and the care and support we have received from staff has been wonderful”.

“It was perfect for us”

“Very pleased that my child has settled so well and excited to attend nursery every day. We also hugely value all the amazing support we have continued to receive from so many of the staff”.

“We have been so pleased with the feedback from Dorking Nursery School. The monthly updates on Tapestry are well received and give us a good starting point for discussions with our son. He is full of stories when he comes home and has settled in really well thanks to the wonderful staff”.

“Just an amazing team of people! Outstanding humans and teachers deliver outstanding care and education, it’s quite simple!”

“The process worked well because it was personalised to each child's needs, I was surprised at how quickly he settled”.

“My child really struggled with settling in. Allowing me to stay until he was ready so it never felt rushed. Definitely child lead”.

Settling in – you said, we will



You said...

I selected disagree for setting in as my child expected me to stay all the time after the stay and play

My child was attending for a 30 hour session, but this did not start straight away, so we found this hard to manage with work. Can you set the expectation.

The staggered settling was hard for me with work commitments even though my child had been to the 2-3s

Lack of continuity about parents being onsite or not during settling in

We will...

Settling in is unique to each child, and we tailor this depending on the individual. Our experience and research tells us that through building strong relationships with parents and children, the children will settle more quickly.

It is too distressing for a child to be dropped off with strangers on their first day, therefore, it is important to ensure the process is done smoothly.

It is important children learn that you will say goodbye and return to them as promised.

We fully understand the pressures on working parents and this information is made clear before starting and on home visits but we will revisit this again to ensure parents fully understand their commitment when settling in.

Settling in – you said, we will



You said...

We will...

Please can naps be accommodated



In a 3 hour funded session, we would expect a child to be able to manage without a nap. If for any reason a child needs a nap, this may indicate they are unwell. For a child staying all day, we do not have sleep provision, however, can accommodate short naps if needed and the child is well, however, we would be looking to build their resilience so they can experience the full 6 hours of education during their session.

Please circulate learning consistently at the start of the week



We endeavour to do this and it is sent out on Teachers to Parents.

Can the staff on the gate rotate



This is always our aim, however, staffing changes can occur for any reason, such as training, absence etc.

I would like to know more about what my child has eaten and how much



We have over 50 children having lunch with us, so cannot do a 1:1 handover. We will let you know if they have not eaten, so assume they have if you do not hear from us. We will share the lunch menu weekly on our learning boards.



Teachers to Parents– you said, we will

You said...

I may have missed it but I don't think I was given the opportunity to book a parent meeting via Teachers2Parents as I was just emailed a date a time my parents meeting was happening.

The payment system is not helpful when paying monthly, or via the government tax free childcare portal. Would be great if payment forecasts could be uploaded before the proceeding month end.

We will...

T2P is a new system for us this year, so thank you for working with us as we adapt our processes. All families were emailed a booking email to choose their slot for parent meetings. Parents who did not respond, are then sent a specific date/time. Rather than choosing their own.

All payments are now made through School Money. Regular sessions are uploaded at the start of term/month so that payments can be made and we kindly ask for payment to be made monthly. Do speak to the office if you are having problems accessing the site or unable to make a payment. Any additional sessions, adhoc or new sessions booked will be added as soon as possible. As per our terms and conditions, we ask for payments to be made in advance. Payments made via the tax free childcare portal are separate from our systems and not something we can control.

Our offer



- For the large a majority of parents, the sessions meet their needs.
- A small number of families would prefer their 15 hours over 3 days rather than 5, however, as a local authority school the routine of attending daily is important to our ethos.
- Between 15 and 20 families might consider a breakfast club or after school club. We have run breakfast club before, however, we would need larger numbers to be viable.
- A large number of families would like regular Coffee Mornings/Afternoons, so these will be planned in!

Some lovely comments!



“I love Dorking Nursery it’s the best in town. I wouldn’t send my children anywhere else. Xx”.

“My child has loved it and come on so well with his learning it’s amazing to see. I’m so grateful for you all. Thank you 😊”.

“We are extremely happy with the Nursery. The nursery always looks lovely and the children have amazing activities indoor and outdoors. The communication from the nursery is brilliant. We really like the weekly emails to let us know what our daughter is learning so we can support her at home”.

“The nursery are always quick and clear to any questions be them via email, phone or in person, its very reassuring The tapestry reporting system, is fantastic”.

“Lovely nursery, lovely staff! Not one bad word to say”.

“Loved how all the activities were laid out during the settling days and children encouraged to explore”.

“Just Thankyou. Xx”.

“Thank you for all your continued hard work to provide such fantastic a provision for our children”.

“Very happy with how my child is getting on. She is loving it. Think it’s a brilliant nursery school”.

“Thank you for all the amazing work you all do”.

“Keep doing what you are doing, you’re all an amazing team and can’t thank you all enough. I look forward to putting my future child/children in this setting”.

“I feel incredibly lucky my child is able to attend Dorking Nursery: it is a wonderful, caring and safe environment that meets his complex needs. The staff are incredible”.