



Dorking Nursery School

Parent Feedback 2024

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There were 65 responses to the survey sent in the summer, increase from 37% in 2023 and 32% in 2022

100% of our families said that:-

Their child was happy

Their child was well looked after

The school is well lead and managed

Their child was safe

Their child was taught well and made good progress

They would recommend our school

Of families that had children with additional needs said they were met

The exchange of information and communication



96% said the exchange of information was good

1 respondent did not elaborate on their responses and also said they raised a concern and it was not dealt with. This parent agreed with all other statements and would recommend the school.

1 respondent stated their child had additional needs in the 3-5s and wanted daily information about their child as their child could not tell them. They strongly agreed with all other statements and would recommend the school.

Other comments:-

- 'Would love to be further informed about weekly learning so as to support at home- due to collection and drop offs outside we do not get to see the weekly learning notice board in the school'
- 'The only thing that would be nice would be to have a little bit of information on collection about the children's day, how they've eaten and what they've enjoyed'
- 'We feel like informing the parents about what has been happening at the nursery would need improving, as we had to go over there a few times to ask about events that we haven't been informed about'

With any feedback, we can only respond and reflect on what we know, so please do let us have your views!
We are looking at our communication systems for our children with high needs in our mainstream class on a day to day basis, we will consider this further and look at what we can do

Our weekly learning at home is shared via Teachers2Parent for anyone who does not come in the building, so do check that regularly.
We are not able to provide daily handover information due to the large numbers of children at hometime and our ratios as a maintained school – we will of course always tell you if there is an issue
We sent regular updates through email/Teachers2Parent and will be looking to purchase a notice board for outside – so do check there!

98% said we had high expectations for their child

This parent would recommend the school and ticked strongly agree for all other answers. *"All teachers are really really friendly and hardworking for our children. Also they are really kind. Everything is perfect and everything gone well. Thanks to all of teachers"*.



Parent Meetings

- The parents meetings have been wonderful - so insightful and helpful!
- Parents meetings are great and the key person always gives good feedback on how our child is doing and what we can do to help. Always have time to have a chat when needed.
- Parent meetings have been helpful and staff are always willing to give quick feedback on drop off and collection.
- Parent meetings - great amount of meetings. Staff always available to speak / meet when I have asked to. Always felt in the know.
- Always got lots of feedback in parent meetings and could always talk to staff on drop off/pick up which was great.
- The parent meetings every term are fantastic. So appreciate the time given and effort put into this. Whenever I've had an ask/ need it has been met
- Sensitive topics are dealt with incredibly professionally.

55% of our families have used School Money

Although most families are able to use School Money, we do appreciate it is not the most intuitive app. Feedback from parents however, is that staff are helpful when they ask for support and use our guide that was created.

Some parents would like to use Apple Pay or link the account to their Government childcare account, this unfortunately is out of our control to change. If you experience any issues, just pop in or call the office.



27 families have attended a coffee morning

Those who did attend found them useful, however, those that were not able to, was mostly linked to work or other commitments. We will be looking at our offer to ensure we can meet family needs, alongside making good use of our time

I think you need a cover for pickup and drop off for the SEND kids, as if it is raining both parents and children get soaked whilst waiting to go in or out and it's not always possible to have an umbrella if you have multiple children

We really appreciate how hard it is when raining, however, we do not have covers for our 2-3s or 3-5s families, who also have multiple children and buggies. Any additional cover or spaces would need to come from our school budget, but this is something we can look into

The only thing I would say is, that as parent I felt a bit pushed away comparing to when my other child was there. The nursery did not want the parents there at all and it was more difficult to get to know other parents.

Thank you for sharing this with us and we are sorry you felt that way, some of our processes for dropping and collecting children have changed since the pandemic and been positive for the children's levels of confidence and independence. There are parent WhatsApp groups and FOND for those who want to be involved.

Comments about communication



- Thank you so much. It's all amazing. Thank you so much, and I hope you have a very very great holiday.
- Very friendly , professional
- Drop off and picks up are lovely, if you need to have a chat they always accommodate you. Emails replied to quickly. Lovely parent partnership.
- I have been pleased with the level of feedback about my child through detailed tapestry posts and informative parent meetings. Staff are very friendly, informative! Drop off and pick up are very smooth
- Everything is perfect and everything gone well. Thanks to all of teachers.
- Staff members are always very happy at the drop off and collection. Although contact with staff at drop off/collection was minimal, we understand that the staff may not have time to talk to us at length. However we felt it was easy to reach out to the staff other times if we needed to talk about concerns etc.
- The communication and updates from all nursery teachers and front office staff is always brilliant, always so friendly and caring.
- Information was always clear, positive and informative. We enjoyed the tapestry updates, staff at drop off were always ready to listen and parent meetings were informative and productive.
- Contact with staff is great. Office staff are amazing they respond very quickly and very helpful, my key person has been an amazing key worker
- Everyday a lovely handover. "my child has eaten well today" "had lots of fun in the sandpit etc".

Comments about Tapestry



- Absolutely loved receiving observations and pictures of our daughter enjoying her days at nursery.
- Tapestry pictures are lovely to receive.
- Tapestry is fantastic it's great to see how my child is doing and what he enjoys.
- Lovely to see updates of my daughter on tapestry each month, such wonderful activities she has taken part in which have enabled her to develop and progress.
- Tapestry and parent meetings were extremely useful.
- I love getting the tapestry about my son seeing what he has been up to and seeing how happy he is in the picture's what get send over.
- I'm kept well informed on how my son is coping and how he is progressing. I enjoy the updates and pictures I receive via tapestry
- Love the tapestry always up to date and lovely pictures

- The tapestry updates were also wonderful. I just wish there were more of them! Sometimes it is so hard getting anything out of our little one about what he has done during the day - it's really hard to have meaningful conversations. So the tapestry glimpses are great to be able to start conversations!
- It would be nice to receive more pictures via Tapestry.
- Tapestry - love seeing all of the observations. Would love to see more. But appreciate this is time consuming.
- Would be nice to have more tapestry updates
- Although I would like to have more Tapestry post we understand the staff are very busy
- Tapestry - nice to see what my child is doing, it'd be nice to have more pictures but I understand this takes time away from being with the children
- Could be better at uploading to tapestry more frequently and could also offer more opportunities in line with the mainstream classmates I.e forest school visits.
- We would have liked more photos and progress updates from tapestry but understand that it's can be very busy at nursery
- The only thing I would of liked to see more of was tapestry uploads.

We know how much our families love to receive Tapestry updates, however, we have to prioritise the interactions that our staff make with our children in the classroom. Tapestry updates, taking images and writing the observations take time away from the classroom to do this, therefore, we have reduced the amount we share with parents to monthly. We appreciate that if your child has been in a day care setting, this may feel very different. Our priority is communication and interaction with your child.

In the September Newsletter, it was outlined how we use Tapestry and what you can expect. We do love parents to also give us a 'thumbs up' or comment when you have seen the post, to make all the administration worth while.

Tapestry is also great for you to 'spark up' a conversation or interaction with your child.

General comments



- I have had full support from my key person, also my son loved the woodlands
- Staff contact - perfect. If I needed to speak to a specific member of staff this was arranged.
- The whole year has gone very well. We have been SO pleased with the nursery. My son has settled really well and we are sad that his time with you has come to an end.
- His enjoying and his learning, speaking is good
- The nursery have been amazing ! I'm just glad I can now send my 2nd child there . My child who attends now have thrived so much
- One year ago a parent recommended me this nursery and I am so happy for everything's have done for my child and for me.
- Teachers are very friendly they look after my kids very well .
- Dorking Nursery School have been incredible. I can not fault anything. The care, attention, communication through meetings, Tapestry & generally our chats with staff has been brilliant
- Tapestry, parent meetings and a specially contact with the staff at drop off and collection. I can always talk with the staff member if I have any concerns or questions. All the staff members are absolutely amazing and helpful.
- I haven't got one bad word to say about Dorking Nursery, I just love how they care for every child & always let you know about their progress and always finding ways to help them in their challenges. I'm so thankful to you all.
- I must applaud the team of teachers at Dorking Nursery. The communication with parents is very efficient. They literally carried us along my sons school journey informing us about everything through Tapestry, Parent Meetings and emails as required.
- My daughter is very happy with nursery and she loves it and the nursery team has taught and kept my daughter safe
- Speech and communication has improved a lot
- It's was the good choice I did for my son to bring in this nursery. I am so grateful for everything. Thank you.
- Could not ask for anything better to be honest. DNS team rocks.
- The speedy admission of my child was exceptional. The Headteacher supported me to get my child into education and without her I don't think he would have been at nursery, so thank you. Staff enthusiasm with my son is also incredible. The settling process into nursery worked really well and my son has never been more settled in any other setting.
- Everything has been amazing and the staff are incredible. Our child has thrived here and it was the best choice we could have ever made. We will miss you all so much!
- Exchange of information and help and support for children and parents as well is exceptional. There has never been a time when I wasn't able to talk to staff I wanted to talk or that my calls where not returned. My son has come amazingly during his time at the nursery. He has made amazing progress, his confidence, his interactions and his independence have grown incredibly. He started non verbal but he speaks now and in sentences. He loves going to nursery every morning and he comes out happy. He is absolutely thriving. Words cannot describe how grateful I'm to all the staff a Dorking Nursery. Amazing people who truly want the best of our children.
- Forest school , bucket time and other activities really has helped our child progress in strength and confidence
- We have appreciated the fact that staff are always willing to make the time to speak with us when asked. And the SENCO has been brilliant in responding to our numerous emails, regularly doing this outside of her normal working days.

General comments



- Thank you so much for this year... our daughter has loved exploring and learning within the nursery.
- I think you are all brilliant. We are so grateful for everything you have done for our son! We feel so lucky to have such a playful, kind and caring little boy and know that Dorking Nursery have played a huge part in that! Thank you for everything!
- Everything is so good well all organised Dorking Nursery School has gone above and beyond to keep my child safe and to meet his needs at every opportunity. The passion, empathy and support from all staff shows. I can't begin to say how thankful and grateful I am to all the amazing girls in the SEND class!
- I feel extremely lucky that my child has been at Dorking nursery! The change in my child is more than I ever imagined for them! I feel like the staff genuinely care! The two ladies on reception are always so friendly and helpful, they deserve a lot of credit! The heads dedication to the nursery is so obvious for everyone to see! You're a good leader and I love the fact you're at drop offs in the mornings and we see you throughout the nursery! Also lastly thank you to the SENCO for all your hard work, it's not easy being SENCO but you are so on top of everything! Thank you all for making my child's journey so special!
- I have been so impressed with Dorking Nursery and noticed how much my child has thrived this year! The staff are so attentive, supportive and encouraging. Thank you for all that you do. Lovely nursery, friendly staff. All teachers are really really friendly and hardworking for our children. Also they are really kind Thank you so much for being so amazing
- All of the staff at Dorking Nursery go above and beyond to make sure children are settled and happy. Staff members always offer support and amazing care. From the moment we leave our daughter with you we know she is in good caring hands and she will have a lovely day.
- Since our daughter has been in the 3-5 nursery we have seen such a positive difference. Key persons are amazing and they care so much not only about the child but also they make sure parents are ok as well.
- During the day children have an amazing variety of different activities and have a lot of fun while learning different things. Forest adventure is amazing. Thank you so much for everything you do! Excellent nursery - lots of lovely opportunities for the children to learn and develop, child led, wonderful environment and resources, great contact with parents, excellent teachers, I can't praise you enough - thank you! Brilliant nursery. You have supported us as a family so much in providing for our son. Thank you from the bottom of our hearts. We will 100% recommend to anyone. Especially those in a similar situation to us as you were the open arms we needed at such a challenging. Deferring our son and sending him to your nursery was the best decision we have ever made. Thank you. Thank you. Thank you.
- Absolutely fantastic nursery and staff. My daughter has really enjoyed her time here, I wish she could stay here another year. We have always been happy with Dorking Nursery since day one
- Thank you so much for everything you have done to help and support our Son and helping him get his EHCP to help him for when he starts reception in September, especially his key worker who he adores and has been amazing with him and his development! We hope our soon to be new addition will get a place at the Nursey when they will be ready!
- A lovely nursery and both my children have thrived. A huge credit to all the staff. My child has loved Dorking Nursery School, I feel very lucky that she got a place and spent time here. The staff are amazing. I have used other nurseries and have sometimes felt in previous places that some of the staff had little or no interest in children but that is not the case with Dorking Nursery! I have genuinely felt that all of the staff I've interacted with love children. Always friendly and helpful whenever I have interacted with them and I feel they go above and beyond what is required of them. Thank you! If only she could stay longer!
- I am agreed for everything.. Afternoon teachers are lovely and office admin staff also very supportive You couldn't have done anything different. You are the best nursery school and you go extra mile to support children's individual needs. Children are so happy, feel safe and confident with you. The progress my children have made in the last 10 months is incredible and it's all thanks to Dorking Nursery School. So Friendly, caring and my son has blossomed this year.
- We feel so very lucky to have such a great nursery within Dorking & we would have been lost without Dorking Nursery. I think the best indication that you are doing well is that my child wants to go to the nursery even over the weekend 😊
- She loves her teachers, she is always coming home happy and with some new knowledge All staff was brilliant, were very helpful, polite and professional. Thank you You can't do anything better, you're all amazing and always making sure everyone is happy & safe. The love you show to everyone and always smiling even on the rainy days. Thank you 😊
- I think you guys absolutely out the best of your work into action when taking care and making our kids safe and always just fun so thank you very much I really don't see what you could do better I think you nail it with everything you do Just thank you for everything!

General comments



- The level of support and understanding shown to our son during his time with you has been so wonderful and heart felt. The perseverance from our key person and the team to settle him was so patient and nurturing. Thank you for everything you have done for my son, he has come on leaps and bounds since going to Dorking nursery! You have brought out the best in him on the start of his life journey Dorking nursery is absolutely amazing. Highly recommend it.
- Everyone there are very good at what they do
There is a great headteacher, office staffs very helpful and friendly
Key workers and teachers are lovely
- It's a safe, kind and friendly environment for children just what they need for their development. They help and support you with potty training and happy to advice you if need help with your child growth outside of nursery too Keep doing what you are doing, such a special place. Thank you! Dorking Nursery has been one of the best decisions I have ever made. Both my Children attended this Nursery and the progression they have both made has been incredible. The staff love what the do and it really shows.
- Thankyou to all the staff you really go above & beyond not only for the children but the parents also. Communication I would like to take this opportunity to thank all the staff at Dorking Nursery for all your help, assistance and guidance this year. Thank you for looking after my son, for breaking little rules just so he could be himself and play freely.
- Thank you for helping us realise his additional needs and how to best meet them to help him to grow, develop and thrive. Thank you for security, reassurance and support you provided me with when I felt so anxious and nervous to separate from my son for the first time and leave him under you care. My only wish would be for Dorking Nursery School to become a Primary School so my son and I could continue his amazing journey in Early Years Education safely an securely. I really am grateful for all the nursery staff for the hard work and dedication provided to our son , this was probably the best decision we made to find him a safe , well organised and supported network for his needs. The nursery staff have been fantastic and I wouldn't recommend any other nursery than this one ! The teachers work so hard and always so supportive with everything! Have considered running a holiday club? That would be great if you could! And maybe expanding to be a primary school?!
- Great nursery, very well run. My daughter absolutely loved it and really thrived there.
- Dorking Nursery has had a profoundly positive impact on my child and my family's life. The staff are incredible, the environment is so nurturing, safe and encouraging. You have provided my child with the best start to education and life that I could have hoped for. And you have been so supportive and confidence building to me as a parent. Thank you for everything you do. Kind, caring and nurturing team – my son has come on in leaps and bounds. Had an amazing experience, the whole 2 years I saw a huge change, he was always well looked after and I was always kept up to date. Thank you so much ! I don't have questions cause I am so agree with everything. Nothing really, i believe whole team is doing excellent job.
- Just keep it up. I absolutely love the nursery. The way the staff care for the children is amazing. They know them so well and are so kind, patient and encouraging in all they do. We have had 3 children coming through the nursery and all 3 have loved it. I honestly couldn't praise it enough and don't have a single bad word to say about it! Dorking nursery is a nurturing environment and the staff are exceptional at their jobs. Thanks our daughter (and us) had a really positive experience. It's a wonderful place for children to start with their education. The staff are excellent, our daughter's key worker was wonderful. Thank you for all your hard work.