



# Parent feedback 2025

Dorking Nursery School

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# Summary and strengths

- Total of 57 responses to the survey = 51%
  - 40% from 2-3s, 56% from 3-5s
- Key Strengths:
  - High satisfaction with child happiness, safety, and learning progress.
  - Strong support for children with additional needs.
  - Positive feedback on staff communication and use of Tapestry
- Key areas for development:
  - Desire for more frequent updates on Tapestry if possible
  - Suggestions for improved communication on extended sessions and calendar planning.



# Summary

- 100% of the responses agreed that their child was:-
  - happy at Dorking Nursery School
  - safe at Dorking Nursery School
  - well looked after at Dorking Nursery School
  - taught well at nursery and has made good progress
- Where concerns are raised, 100% agreed they were responded to well
- 100% said that Dorking Nursery is well led and managed



# Considerations

- 1 parent said their **child needed additional support** but it was not been provided (3-5s)
  - They stated 'Would have liked maybe another parent meeting or more Tapestry updates although do appreciate how busy you all are'
  - They agreed or strongly agreed with all other statements and would recommend the school
- 1 parent disagreed **that the level of information about their child's progress** and what was happening at nursery was helpful (2-3s)
  - They stated 'I think tapestry updates could be more regular. It's hard to know what your child is doing if they are unable to communicate. And weekly updates of the whiteboard would be nice'
  - They agreed or strongly agreed with all other statements and would recommend the school
- 2 parents disagreed that Dorking Nursery has **high expectations for their child** (3-5s and 2-3s)
  - Both agreed or strongly agreed with all other statements and would recommend the school
  - They stated 'I appreciate priority is to take care of the children and everything related to that, but it did feel progress updates were very sparse and v light', and 'Amazing all around. The only little minus is the feedback to parents'
  - 'Excellent staff and excellent nursery no complaints'
- 1 parent **would not recommend** the school (3-5s) however strongly agreed with all statements and said 'Loved tapestry updates, termly parents meetings were very informative and a good opportunity to talk to the teacher', 'Lovely nursery, very pleased with the last two years'

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# Summary: the level of information about progress and what was happening at nursery

## ☀️ Tapestry Updates

### • Positive Feedback:

- *"Loved Tapestry and seeing photos of my child's progress. Tracey as my child's key worker is easy to talk to, she is friendly and made us feel proud of our child and how well she was doing."*
- *"Loved getting updates from Tapestry. Would always like to get more updates as to what she is doing, but I'd rather time was spent with the children than doing admin so happy with what we do receive!"*
- *"Lovely app Tapestry kept us updated to what our daughter was doing in nursery."*

### • Areas for Improvement:

- Desire for **more frequent updates**.
- Some parents **couldn't access** Tapestry or found it **infrequently updated**.
- Suggestions to include **more photos** or **weekly summaries**.

# Summary: the level of information about progress and what was happening at nursery

## Parent Meetings

- **Positive Feedback:**
- *"We've been so impressed with the level of detail and time allocated to the parent/teacher meetings... more so than when children go to school!"*
- *"Parent meetings provided additional information and were a chance to ask open questions which never felt rushed."*
- *"Parent meetings have been really beneficial, very informative."*
- **Areas for Improvement:**
- Requests for **more frequent meetings**, especially in the final term.
- Some parents missed meetings due to **short notice** or **cancellations**.



# Summary: the level of information about progress and what was happening at nursery

## Communication with Staff

- **Positive Feedback:**
- *"Drop off and pick up is fantastic – friendly faces and good exchange of information."*
- *"Contact with staff has been great & we cannot fault the communication."*
- *"Staff are always available to talk to at short notice and always return calls."*
- **Areas for Improvement:**
- A few parents noted that **gate conversations lacked privacy**.
- Suggestions for **more structured updates** during drop-off/collection.



# Summary: the level of information about progress and what was happening at nursery

## Information Sharing

- **Positive Feedback:**
- *"We enjoyed using Tapestry to see how our child was spending her time at nursery."*
- *"The feedback from nursery has always been great. I feel like the staff always have time to speak to you if needed."*
- *"We appreciated how safe and secure the children are."*
- **Areas for Improvement:**
- Some parents missed the **weekly board updates** after drop-off moved outside.
- Suggestions for **termly summaries**.

# Summary: lunchclub and extended sessions

## Booking Process

- **Positive Feedback:**

- *"Lunch club. Booking process was easy, payment process also easy."*
- *"LOVED lunch and found it very easy to book/pay for."*

- **Areas for Improvement:**

- *"Easy enough to set up but I found the payment system confusing."*
- Most parents found the booking and payment process smooth, though a few experienced confusion with the system.



# Summary: lunchclub and extended sessions

## Session Availability

- **Positive Feedback:**

- *"Yes, every time I've needed an extended day the nursery have been brilliant in allowing me to access that."*
- *"Yes, all requirements were met and exceeded—thanks so much."*

- **Areas for Improvement:**

- *"This process is very unclear... I'd have liked a formal process to apply to extend rather than it seemed to be down to who you spoke to and who you knew which seems unfair."*
- While many parents appreciated the flexibility, a few suggested a more transparent and formalised system for requesting extended hours.

# Summary: lunchclub and extended sessions

## Child Experience

- **Positive Feedback:**
  - *“Yes, he did lunch club which really suited us.”*
  - *“Our daughter is a picky eater... we are confident that staff encouraged her in a positive way.”*
- **Insight:** Children generally enjoyed the lunch club, and parents appreciated the supportive approach to picky eating.

# Summary: lunchclub and extended sessions

## Communication

- **Area for Improvement:**
- *"A scheduled reminder email a week before payments due might be helpful so no one falls behind on what they owe."*
- **Insight:** One parent suggested improving communication around payment deadlines to avoid missed payments.

# What we do well...

## Staff Appreciation

- **Mentions:** Very frequent
- **Positive Quotes:**
  - *"...the team are fabulous! I can honestly say they have gone above and beyond for our family and our experience has been all we could have hoped for!"*
  - *"Thank you for the efforts ..., and all the entire team with high experience."*
  - *"Thanks again for helping us through a very tough couple of years. I don't know what we would have done without you."*
- **Insight:** Parents consistently praised the dedication, warmth, and professionalism of the staff, often naming individuals and expressing deep gratitude.

# What we do well...

## **Community and Environment**

- **Mentions:** Frequent
- **Positive Quotes:**
  - *"I really get a strong family/community feeling from the staff at DNS. And my child has thrived in your setting."*
  - *"It is clear that the staff enjoy working at the nursery and there is a real community feel."*
  - *"We love Dorking Nursery and thank everybody for our daughter's progress."*
- **Insight:** The nursery is seen as a nurturing, welcoming, and safe space that fosters a strong sense of belonging.

# What we do well...

## Child Development

- **Mentions:** Frequent
- **Positive Quotes:**
  - *"My daughter has had so much support and she has been truly cared for as an individual."*
  - *"Our son has absolutely loved every minute & has grown so much in his confidence, communication & physical ability."*
  - *"My child couldn't be happier there and we are so, so grateful."*
- **Insight:** Many parents noted significant positive changes in their children's confidence, communication, and readiness for school.

# Where we could do better...

## Communication

### • **Areas for Improvement:**

- *"The only little minus is the feedback to parents."*
- *"I definitely think the school calendar needs to be set and made available on the website at the start of the year."*
- *"Maybe issues with the car parking should be taken up individually with parents."*
- **Insight:** While overall communication was praised, some parents suggested improvements in advance notice for events, calendar clarity, and more tailored communication.
- *"FOND opportunities were slightly lacking."*
- *"Greater variety of lunch options."*
- *"A formal process for applying for extended hours would be helpful."*
- **Insight:** Suggestions were constructive and focused on enhancing already strong systems, such as enrichment opportunities, food variety, and administrative clarity.



- **“Words cannot describe how grateful I feel to all staff at DNS...”**  
*“My son was there for 2 years. He started non-verbal and finished talking in sentences... The team is led by wonderful Donna who will go above and beyond to support not only the children but the whole family... This Nursery School is one of a kind with unforgettable people.”*
- **“We honestly couldn’t have been happier with Dorking Nursery School!”**  
*“All the staff have been absolutely wonderful. It is such a caring, supportive and fun environment... x has loved every moment! His confidence has grown and his interests and skills nurtured.”*
- **“Thank you all for making x first year a pleasure...”**  
*“As Special Guardians, we felt supported from the start. The understanding and effort made by Donna and Tracey was fantastic... When we tell her it’s a school day she gives a little pleased smile which is telling in itself.”*
- **“I can’t tell you how happy we are we enrolled our daughter at DNS.”**  
*“She has had so much support and has been truly cared for as an individual... It really shines through how much they love and respect the children they look after.”*
- **“I recommend Dorking Nursery to all of my family & people I meet...”**  
*“It’s not just a nursery—it’s a safe, caring and loving place. The children are always so happy and looked after in a way you would want as a parent.”*
- **“Donna, Tracey and the team are fabulous!”**  
*“They have gone above and beyond for our family and our experience has been all we could have hoped for. A great introduction to education!”*
- **“Thanks again for helping us through a very tough couple of years...”**  
*“Everyone was incredible—Donna, Lisa, Nicole, the ladies in the office, all the teachers in 3-5a. I don’t know what we would have done without you.”*
- **“We love Dorking Nursery and thank everybody for our daughter’s progress.”**  
*“Lovely lunches, she was always full when she came home. Lovely app Tapestry kept us updated.”*
- **“My daughter has thoroughly enjoyed her time at Dorking Nursery.”**  
*“Thank you to all the staff for making the nursery a special place for children to thrive.”*
- **“It is clear that the staff enjoy working at the nursery...”**  
*“There is a real community feel. We have felt completely secure in sending our daughter there this year and have really enjoyed seeing her grow to love the staff and the nursery itself.”*

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# Actionable Recommendations



## 1. Enhance Tapestry Communication

- Consider increasing the frequency of Tapestry updates or providing a regular summary to give parents more insight into their child's daily experiences.

## 2. Celebrate and Support Staff

- Continue to recognise and support the nursery staff, who were consistently praised for their dedication, warmth, and professionalism.

## 3. Improve Developmental Feedback

- Explore ways to offer more structured updates on children's progress, such as termly summaries or simple progress forms covering key areas like confidence, communication, and independence.

You said...	We will...
<b>Communication</b>	
A few parents noted that gate conversations lacked privacy.	We have taken note of this and key people will ask to speak to parents inside or make a phone call home, rather than talking at the gate.
Suggestions for more structured updates during drop-off/collection.	Due to the nature of our school, we can have between 10 and 40 children leaving at the same time. It is not possible to feedback to each parent at this time. Always be assured, we will make a time to talk to you if we need to.
Some parents missed the weekly board updates after drop-off moved outside.	Information is shared with parents via the communication board in front of the school. We endeavour to share learning at home with you via images and Teachers 2 Parents also. Do look out for these!
Suggestion for the school calendar to be available on the website at the start of the year	All term dates are posted on the website and dates included in Newsletters. This year – the school calendar tab on the website will be updated regularly with information and key dates
Issues with car parking should be taken up individually with parents	Where we know the individuals involved, we do discuss directly, however, we are not always able to identify specific vehicles and their owners.
<b>Tapestry</b>	
Some parents couldn't access Tapestry or found it infrequently updated.	All Tapestry accounts are set up with the email address you provide us with. Do check your junk mail. If you do not get a joining link, or are unable to set up your account, do let us know and we can help. All children will have a post each month/half term
Suggestions to include more photos or weekly summaries.	Tapestry for us is used to share learning with parents at home on a monthly/half termly basis. Creating the posts takes time for staff away from the classroom, which impacts on teaching which if course we want to maximise. Look out for your monthly posts!
<b>Parent meetings</b>	
Requests for more frequent meetings, especially in the final term.	
Some parents missed meetings due to short notice or cancellations.	On occasions, due to staff sickness/absence we have to postpone meetings and we will always reschedule.
Suggestion for a termly summary	Parents get this – through parent meetings in the autumn and spring. Meetings can be requested in the summer and all 'leavers' get a leavers report.
<b>Payment systems</b>	
A few parents experienced problems with the payment system	Do let us know if you need help with School Money! We have an information sheet to guide you and the office staff are experts! Do pop in and see them!
One parent suggested improving communication around payment deadlines to avoid missed payments.	The School Money system is set up to automatically send reminders, so that no deadlines are missed.
<b>Additional sessions</b>	
While many parents appreciated the flexibility, a few suggested a more transparent and formalised system for requesting extended hours.	We have put this in place for September 2025. If you need or would like additional sessions, please email this to <a href="mailto:admin@dorking.surrey.sch.uk">admin@dorking.surrey.sch.uk</a> and we will be able to look at session availability.